POSTED SUBJECT

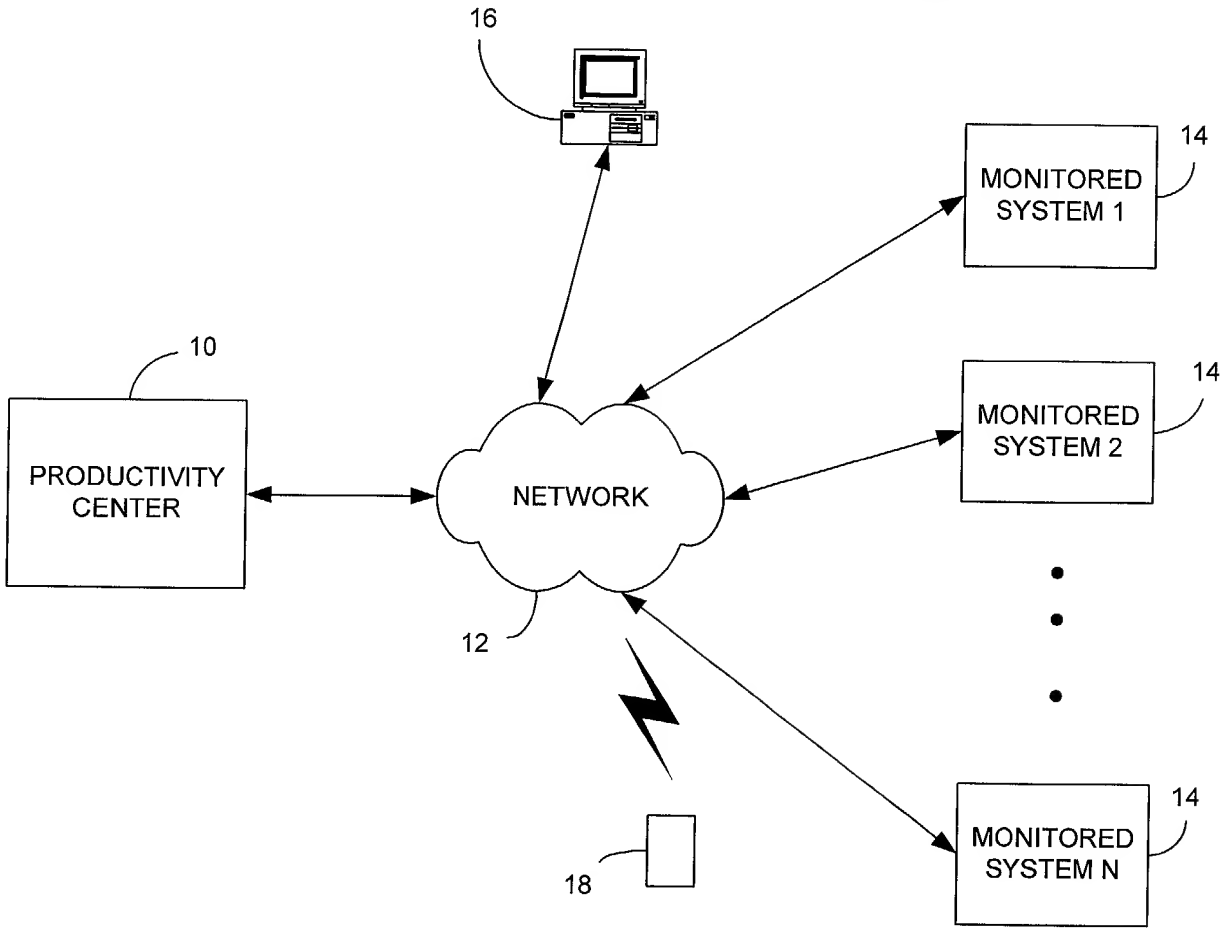

FIGURE 1

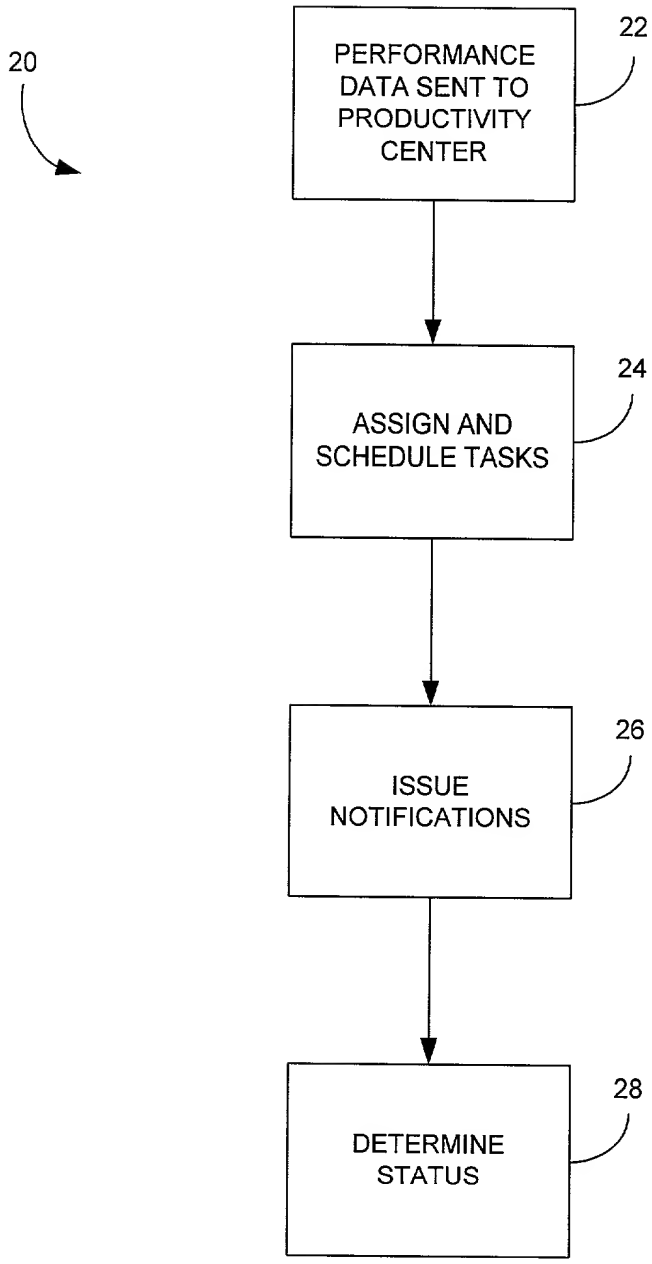
20
PERFORMANCE DATA SENT TO PRODUCTIVITY CENTER
22
ASSIGN AND SCHEDULE TASKS
24
ISSUE NOTIFICATIONS
26
DETERMINE STATUS
28

FIGURE 2

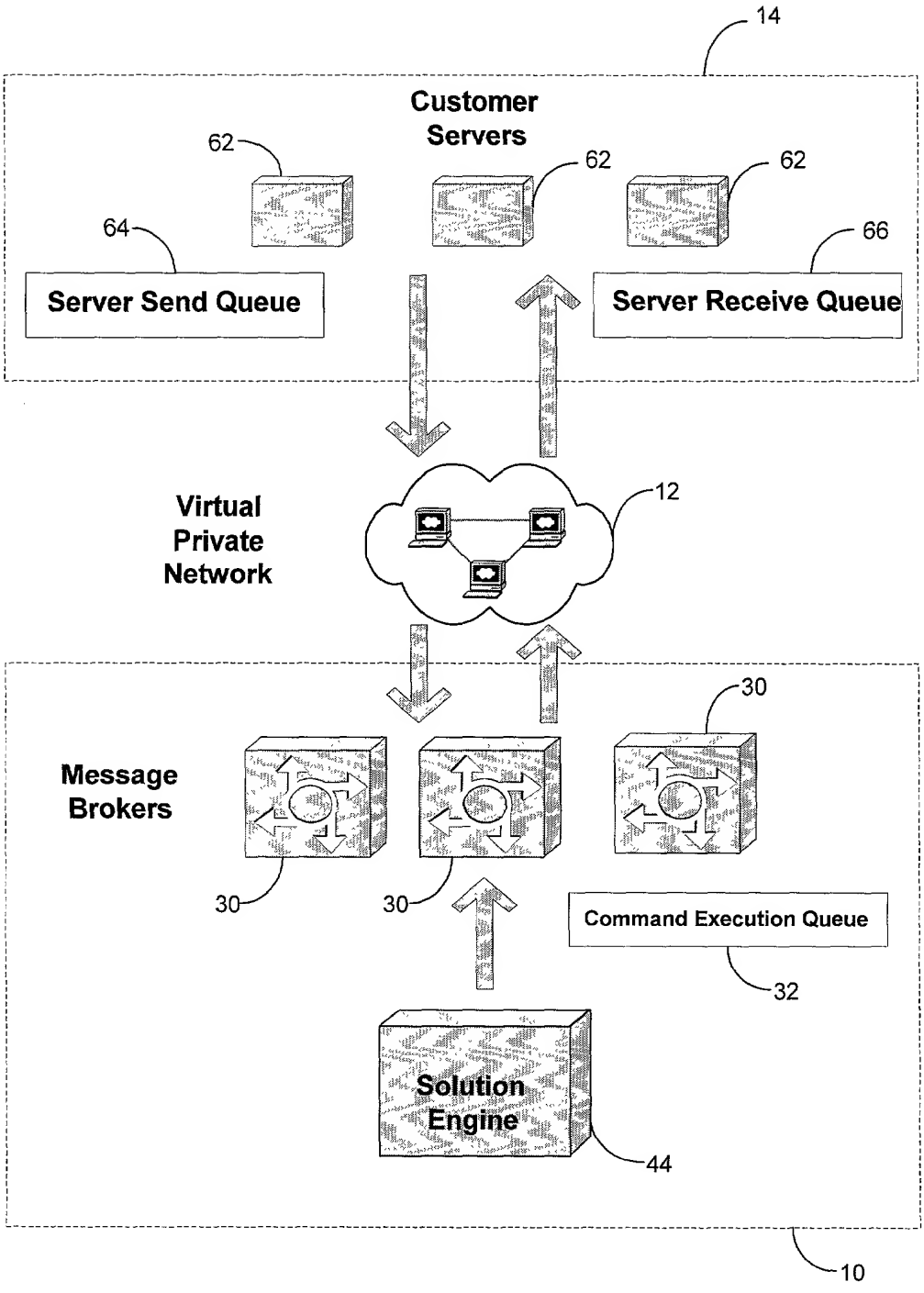
14
Customer Servers
62
62
62
64
66
Server Send Queue
Server Receive Queue
Virtual Private Network
12
Message Brokers
30
30
30
Command Execution Queue
32
Solution Engine
44
10

FIGURE 3

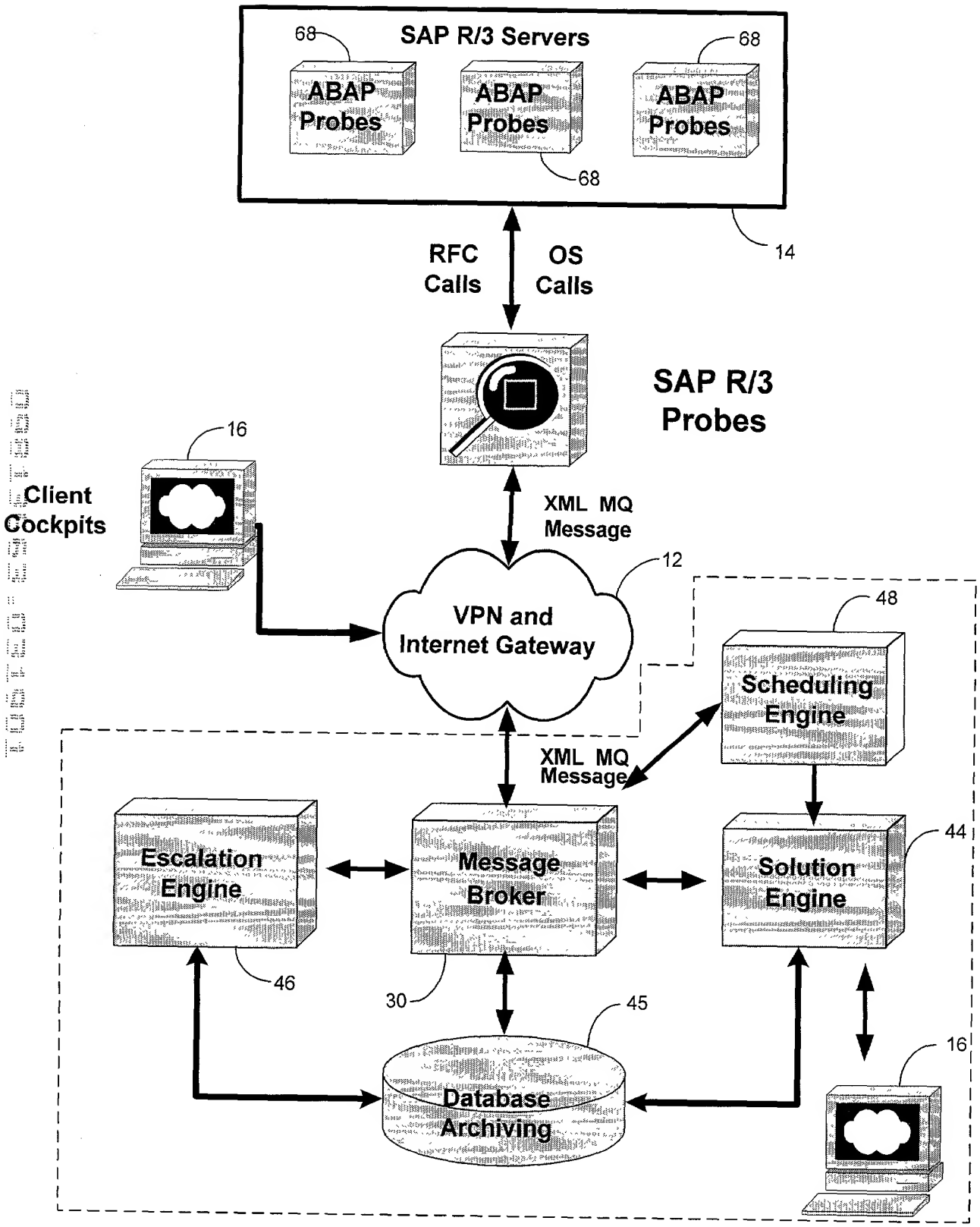
SAP R/3 Servers
68
ABAP Probes
ABAP Probes
ABAP Probes
68
68
14
RFC Calls
OS Calls
SAP R/3 Probes
16
Client Cockpits
XML MQ Message
12
VPN and Internet Gateway
48
Scheduling Engine
XML MQ Message
Escalation Engine
Message Broker
Solution Engine
44
46
30
45
Database Archiving
16

FIGURE 4

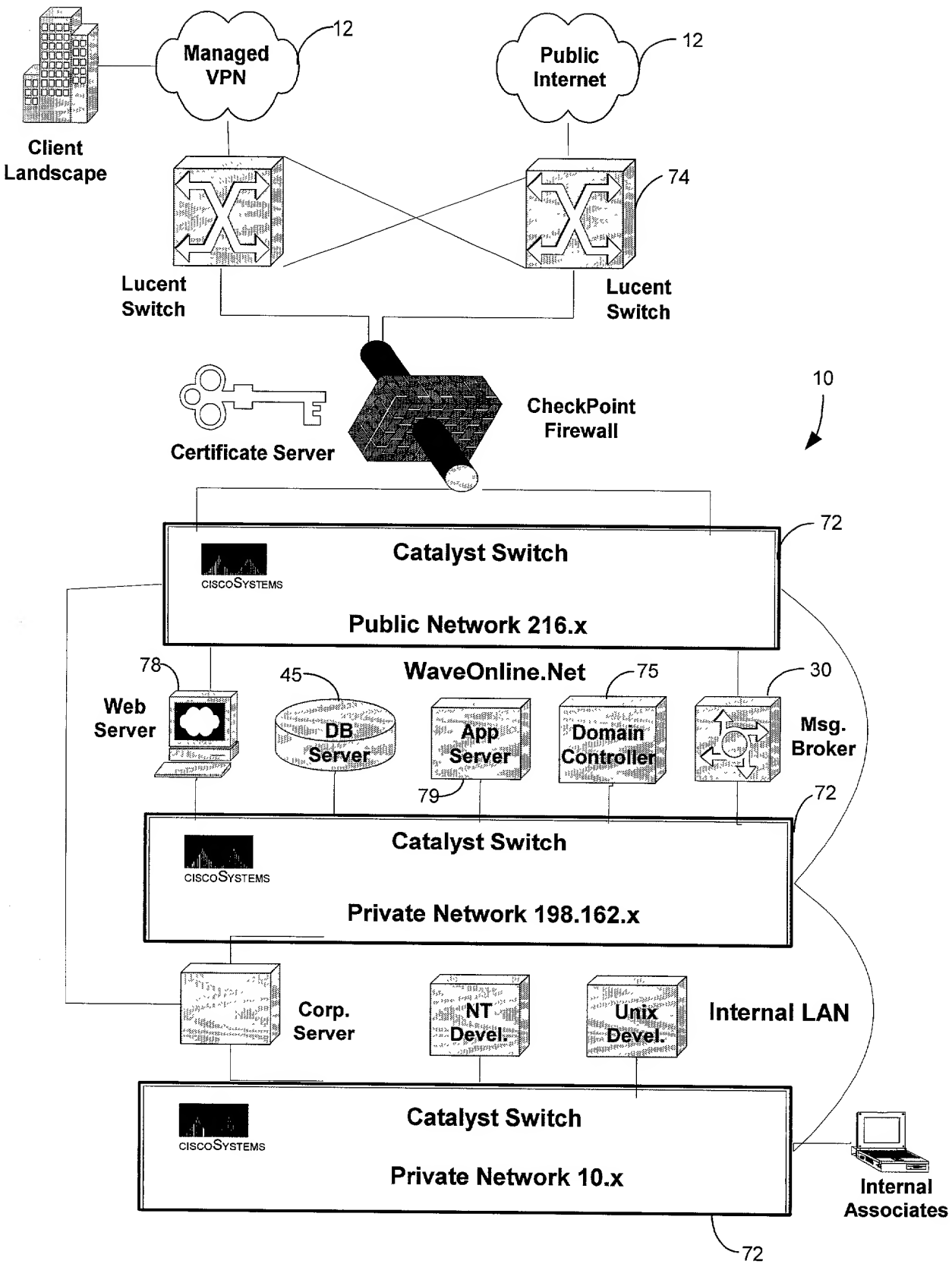
Managed VPN
12
Public Internet
12
Client Landscape
74
Lucent Switch
Lucent Switch
Certificate Server
CheckPoint Firewall
10
72
Catalyst Switch
CISCOSYSTEMS
Public Network 216.x
78
45
WaveOnline.Net
75
30
Web Server
DB Server
App Server
Domain Controller
Msg. Broker
79
72
Catalyst Switch
CISCOSYSTEMS
Private Network 198.162.x
Corp. Server
NT Devel.
Unix Devel.
Internal LAN
Catalyst Switch
CISCOSYSTEMS
Private Network 10.x
Internal Associates
72

FIGURE 5

Docket Number

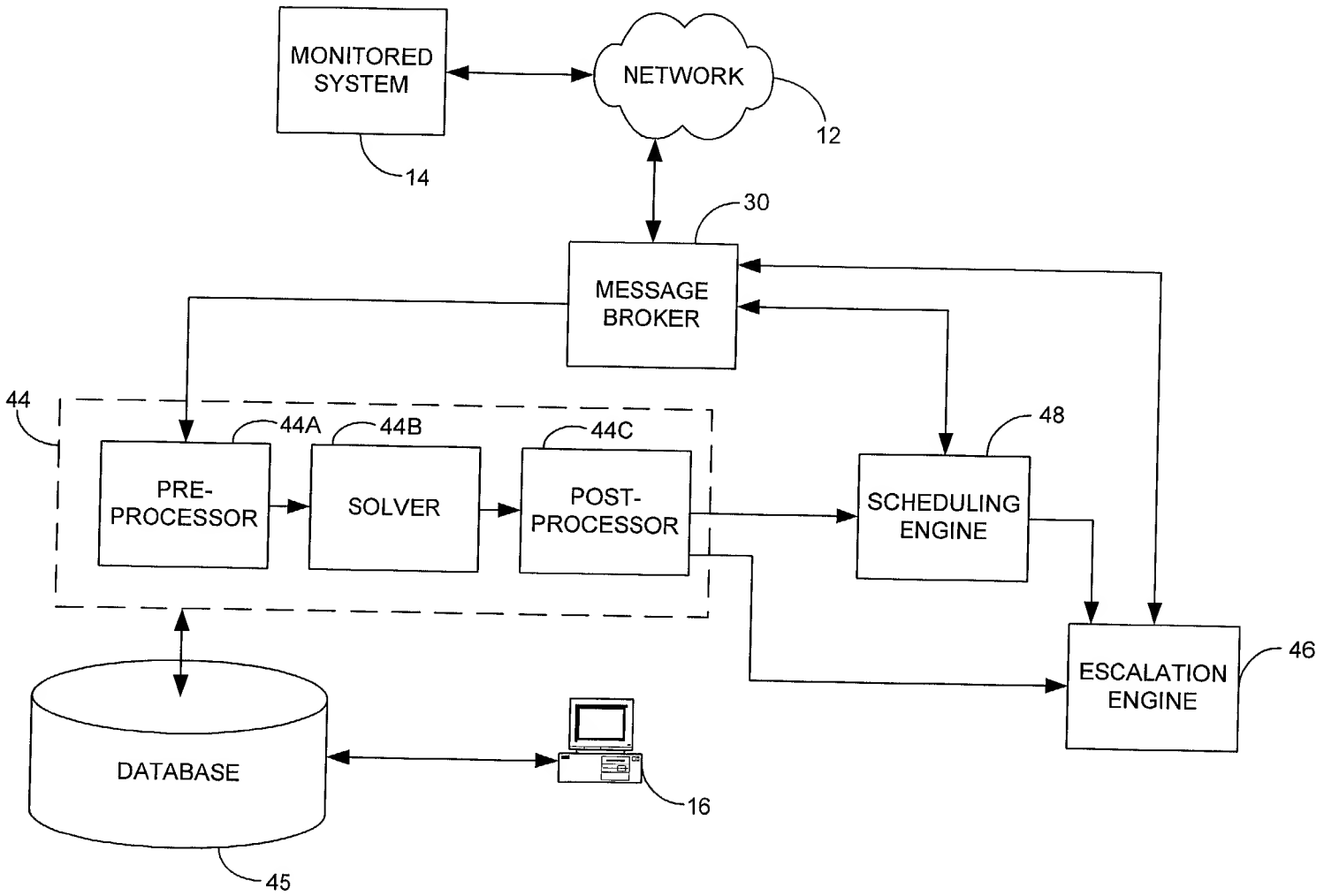

FIGURE 6

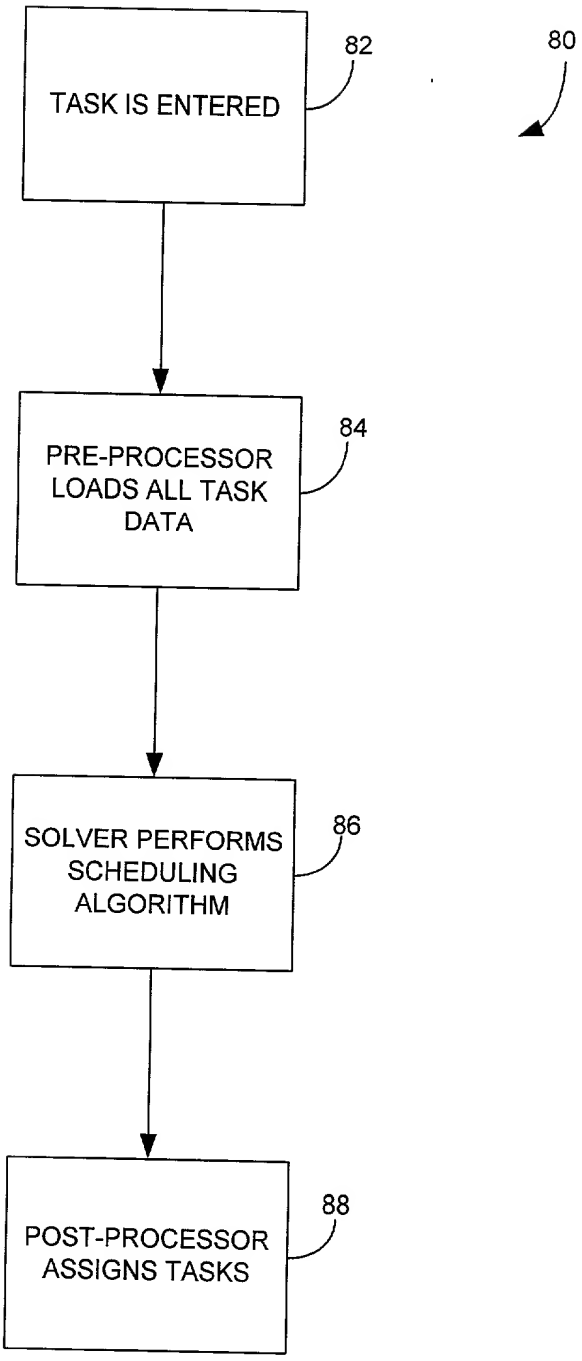
TASK IS ENTERED
82
80
PRE-PROCESSOR LOADS ALL TASK DATA
84
SOLVER PERFORMS SCHEDULING ALGORITHM
86
POST-PROCESSOR ASSIGNS TASKS
88

FIGURE 7(A)

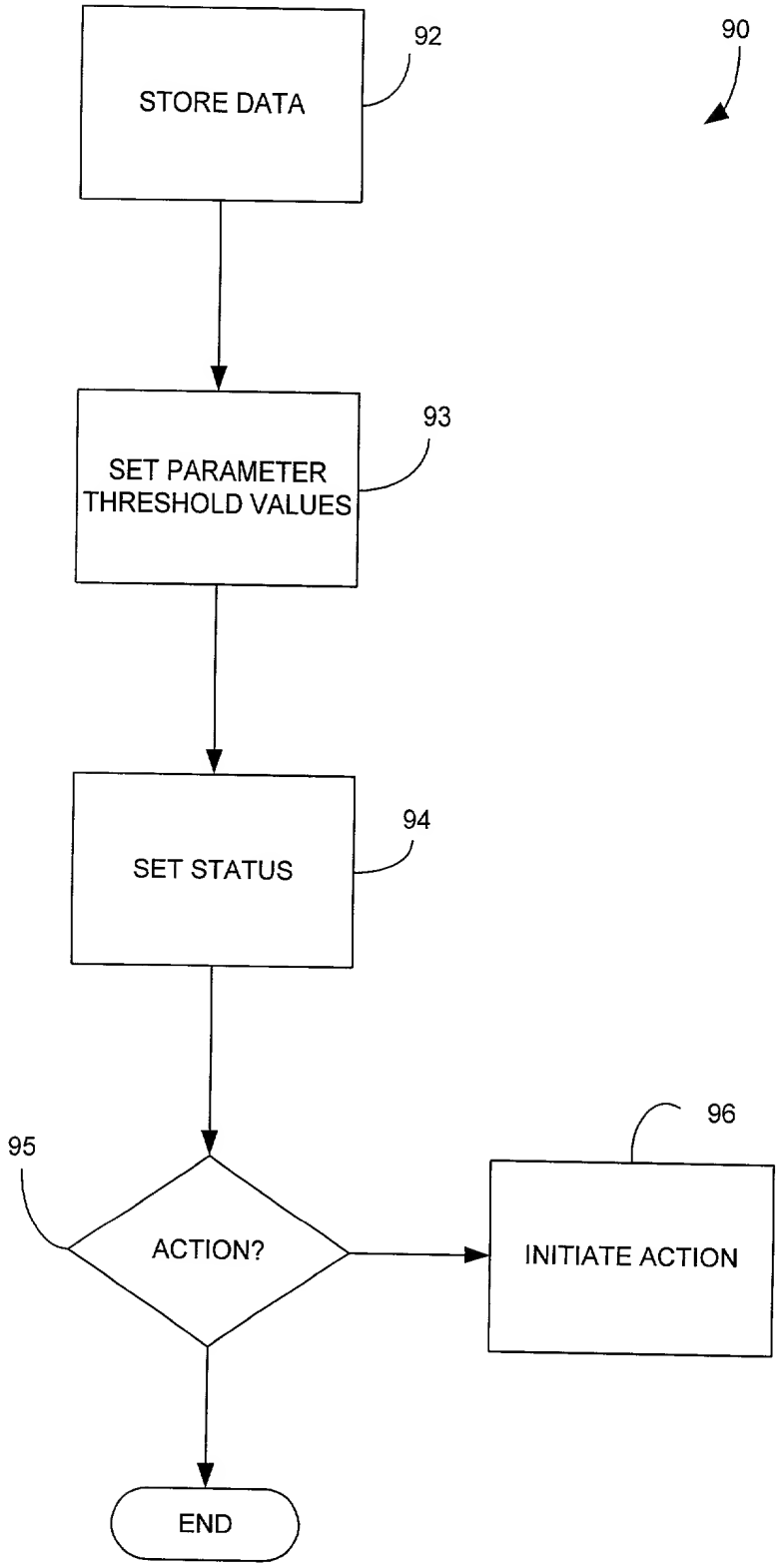
90
92
STORE DATA
93
SET PARAMETER THRESHOLD VALUES
94
SET STATUS
95
ACTION?
96
INITIATE ACTION
END

FIGURE 7(B)

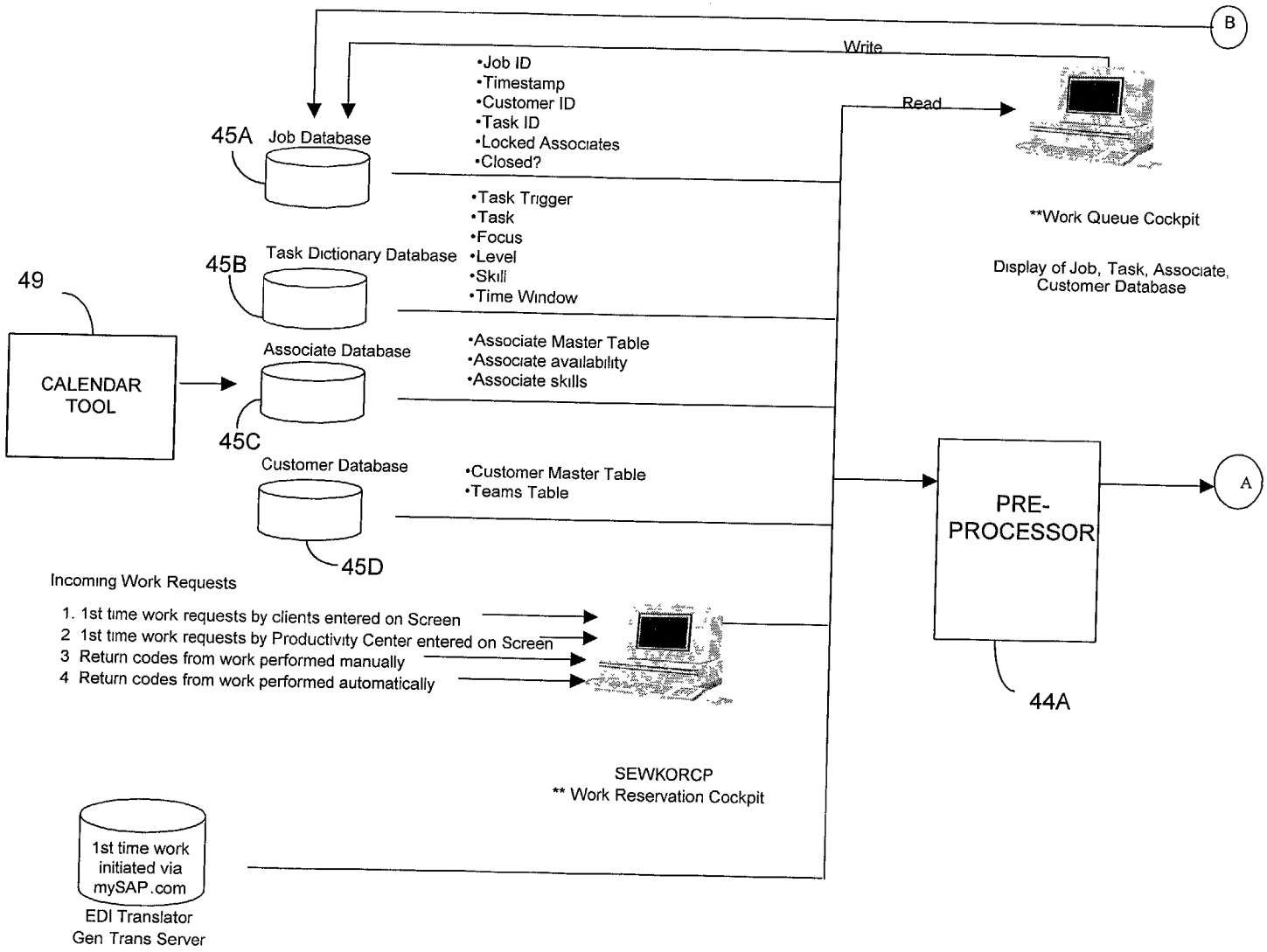
B
Write
•Job ID
•Timestamp
•Customer ID
•Task ID
•Locked Associates
•Closed?
45A Job Database
Read
**Work Queue Cockpit
Display of Job, Task, Associate, Customer Database
•Task Trigger
•Task
•Focus
•Level
•Skill
•Time Window
45B Task Dictionary Database
49
CALENDAR TOOL
Associate Database
•Associate Master Table
•Associate availability
•Associate skills
45C
Customer Database
•Customer Master Table
•Teams Table
45D
PRE-PROCESSOR
A
44A
Incoming Work Requests
1. 1st time work requests by clients entered on Screen
2 1st time work requests by Productivity Center entered on Screen
3 Return codes from work performed manually
4 Return codes from work performed automatically
SEWKORCP
** Work Reservation Cockpit
1st time work initiated via mySAP.com
EDI Translator
Gen Trans Server

FIGURE 8(A)

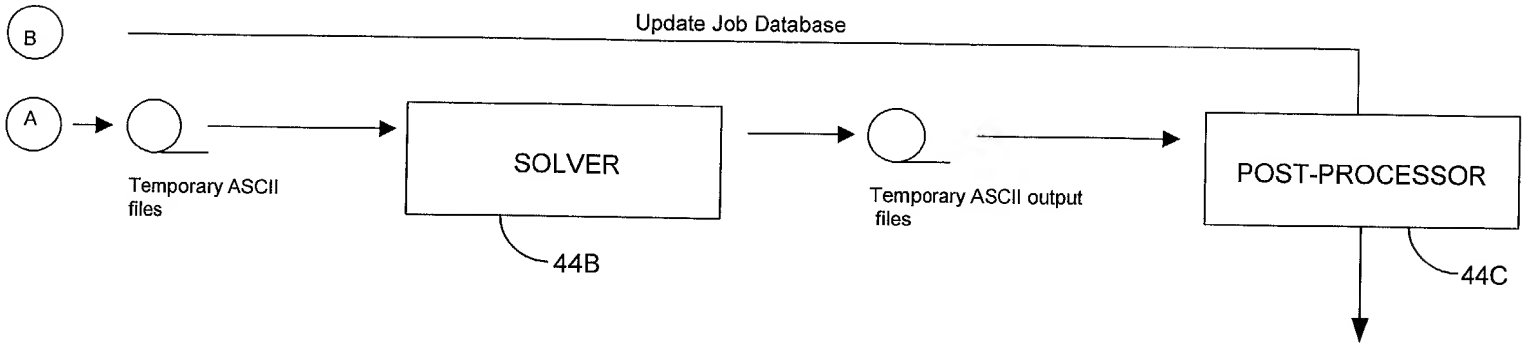
B
Update Job Database
A
Temporary ASCII files
SOLVER
44B
Temporary ASCII output files
POST-PROCESSOR
44C

FIGURE 8(B)

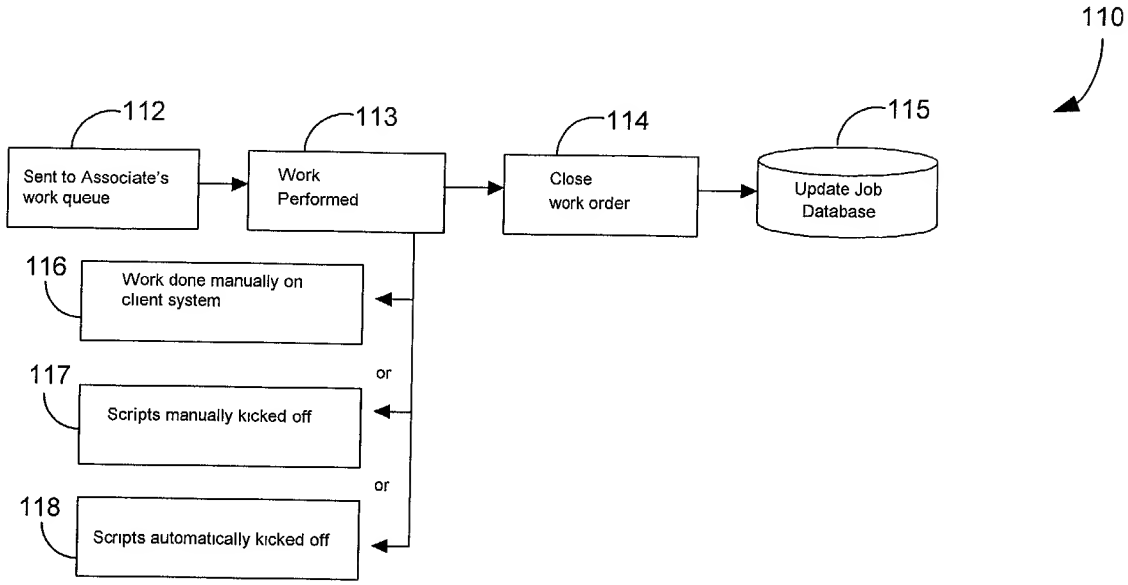
110
112
Sent to Associate's work queue
113
Work Performed
114
Close work order
115
Update Job Database
116
Work done manually on client system
or
117
Scripts manually kicked off
or
118
Scripts automatically kicked off

FIGURE 9

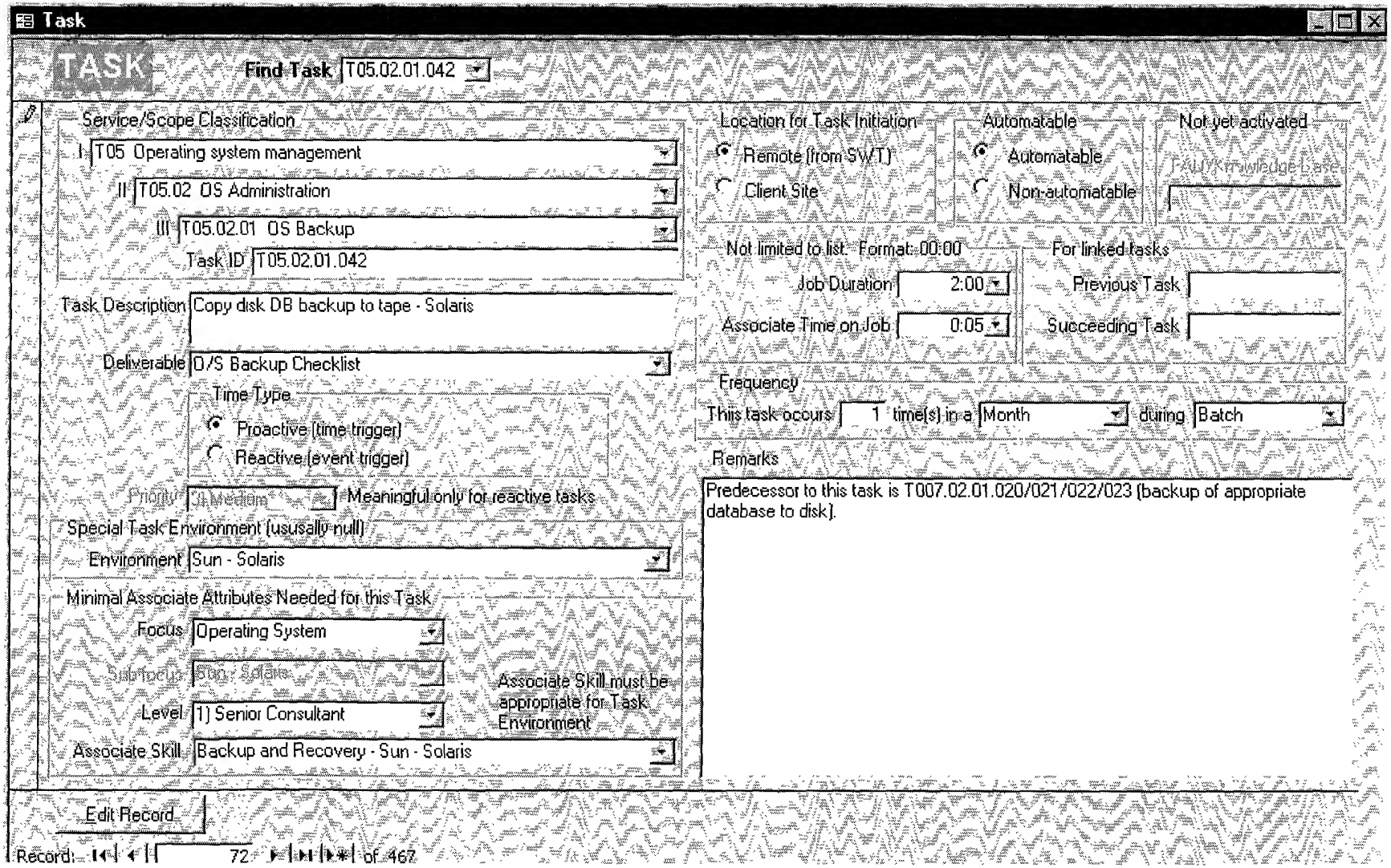
Task
TASK
Find Task T05.02.01.042
Service/Scope Classification
I T05 Operating system management
II T05.02 OS Administration
III T05.02.01 OS Backup
Task ID T05.02.01.042
Task Description Copy disk DB backup to tape - Solaris
Deliverable O/S Backup Checklist
Time Type
Proactive (time trigger)
Reactive (event trigger)
Priority 3) Medium
Meaningful only for reactive tasks
Special Task Environment (ususally null)
Environment Sun - Solaris
Minimal Associate Attributes Needed for this Task
Focus Operating System
Sub focus Sun - Solaris
Level 1) Senior Consultant
Associate Skill Backup and Recovery - Sun - Solaris
Associate Skill must be appropriate for Task Environment
Location for Task Initiation
Remote (from SWT)
Client Site
Automatable
Automatable
Non-automatable
Not yet activated
Not limited to list. Format: 00:00
Job Duration 2:00
Associate Time on Job 0:05
For linked tasks
Previous Task
Succeeding Task
Frequency
This task occurs 1 time(s) in a Month during Batch
Remarks
Predecessor to this task is T007.02.01.020/021/022/023 (backup of appropriate database to disk).
Edit Record
Record: 72 of 467

FIGURE 10

Docket: 5982-1240

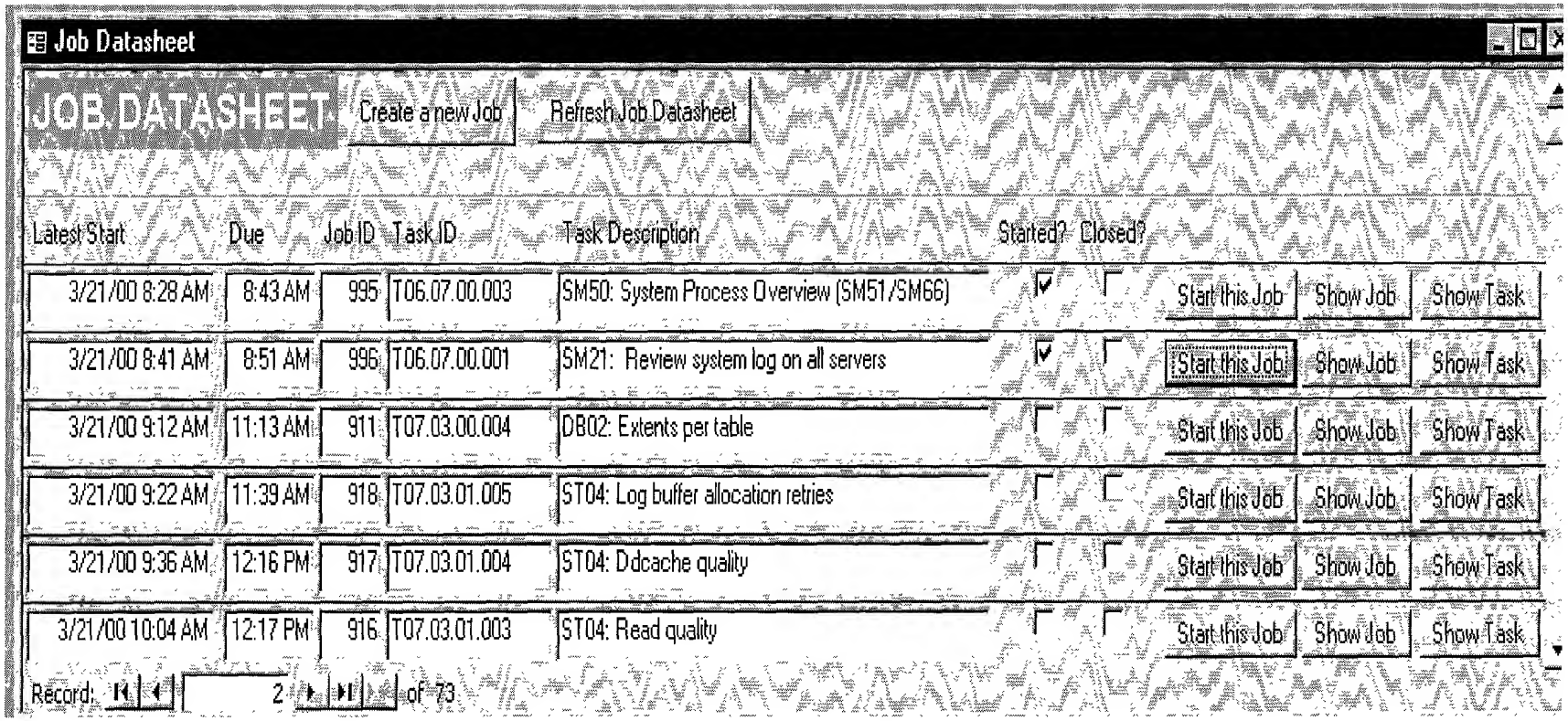

FIGURE 11

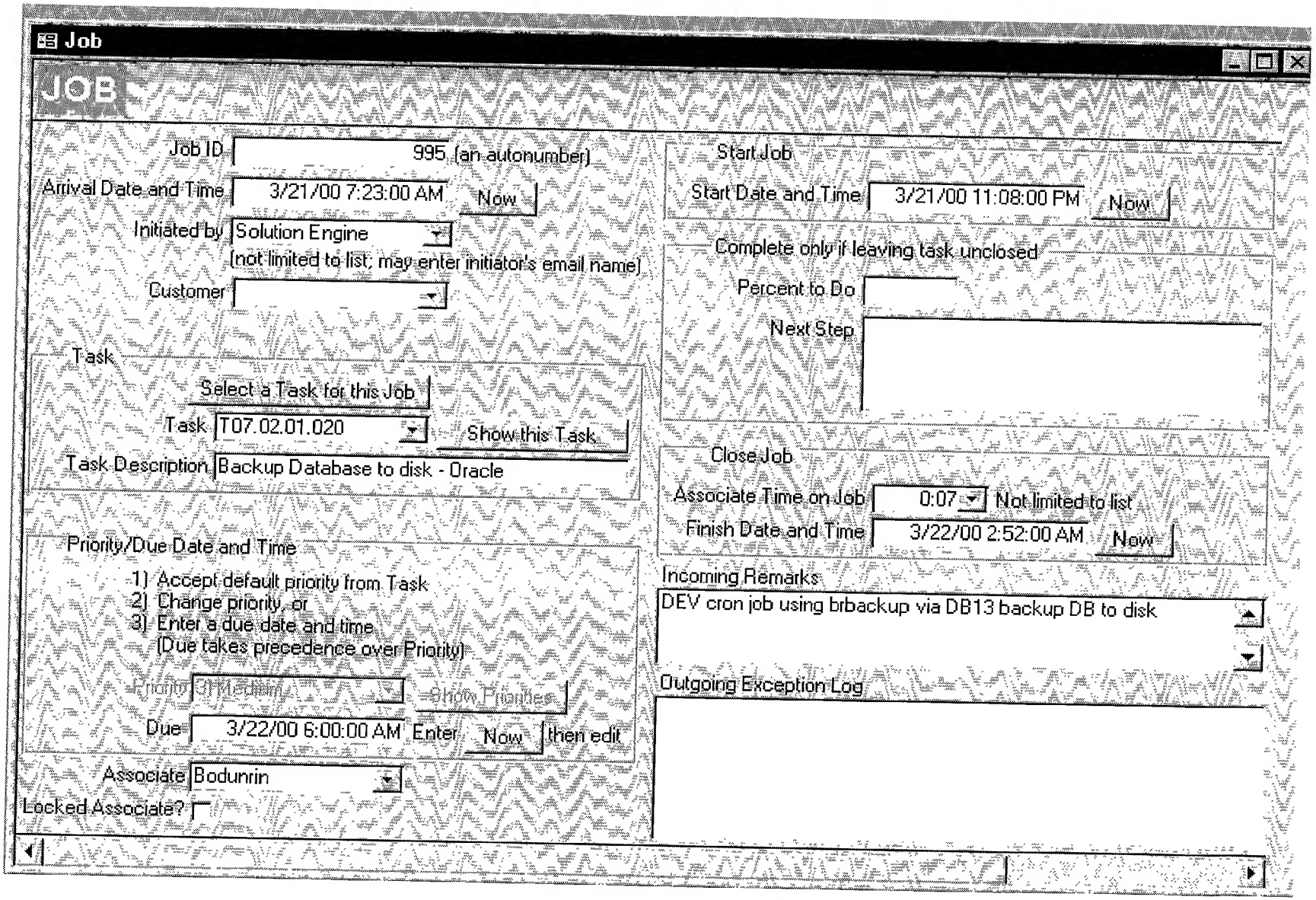
Job
JOB
Job ID 995 (an autonumber)
Arrival Date and Time 3/21/00 7:23:00 AM Now
Initiated by Solution Engine
(not limited to list; may enter initiator's email name)
Customer
Task
Select a Task for this Job
Task T07.02.01.020 Show this Task
Task Description Backup Database to disk - Oracle
Priority/Due Date and Time
1) Accept default priority from Task
2) Change priority, or
3) Enter a due date and time
(Due takes precedence over Priority)
Priority 3 Medium Show Priorities
Due 3/22/00 6:00:00 AM Enter Now then edit
Associate Bodunrin
Locked Associate?
Start Job
Start Date and Time 3/21/00 11:08:00 PM Now
Complete only if leaving task unclosed
Percent to Do
Next Step
Close Job
Associate Time on Job 0:07 Not limited to list
Finish Date and Time 3/22/00 2:52:00 AM Now
Incoming Remarks
DEV cron job using brbackup via DB13 backup DB to disk
Outgoing Exception Log

FIGURE 12

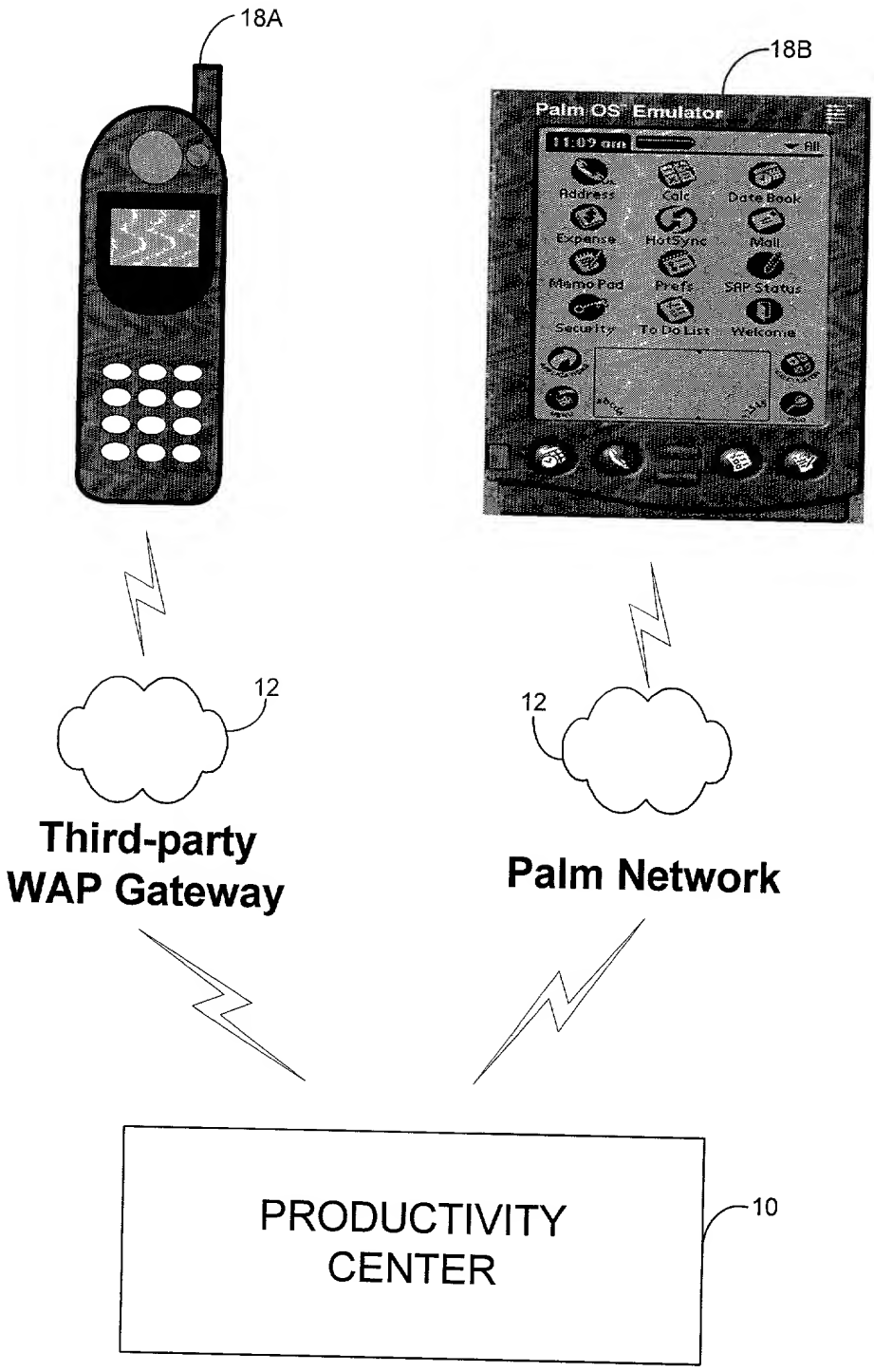
18A
18B
Palm OS Emulator
11:09 am
All
Address
Calc
Date Book
Expense
HotSync
Mail
Memo Pad
Prefs
SAP Status
Security
To Do List
Welcome
12
12
Third-party
WAP Gateway
Palm Network
PRODUCTIVITY
CENTER
10

FIGURE 13

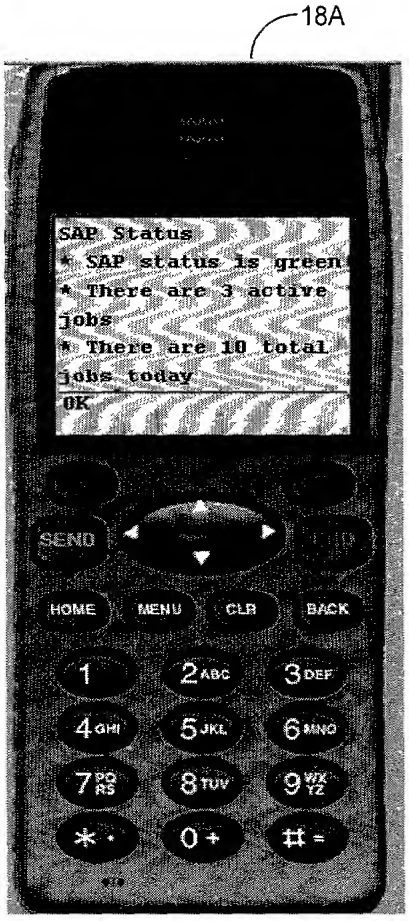
18A
SAP Status
* SAP status is green
* There are 3 active jobs
* There are 10 total jobs today
OK
SEND
HOME
MENU
CLR
BACK
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQ RS
8 TUV
9 WX YZ
* .
0 +
=

FIGURE 14

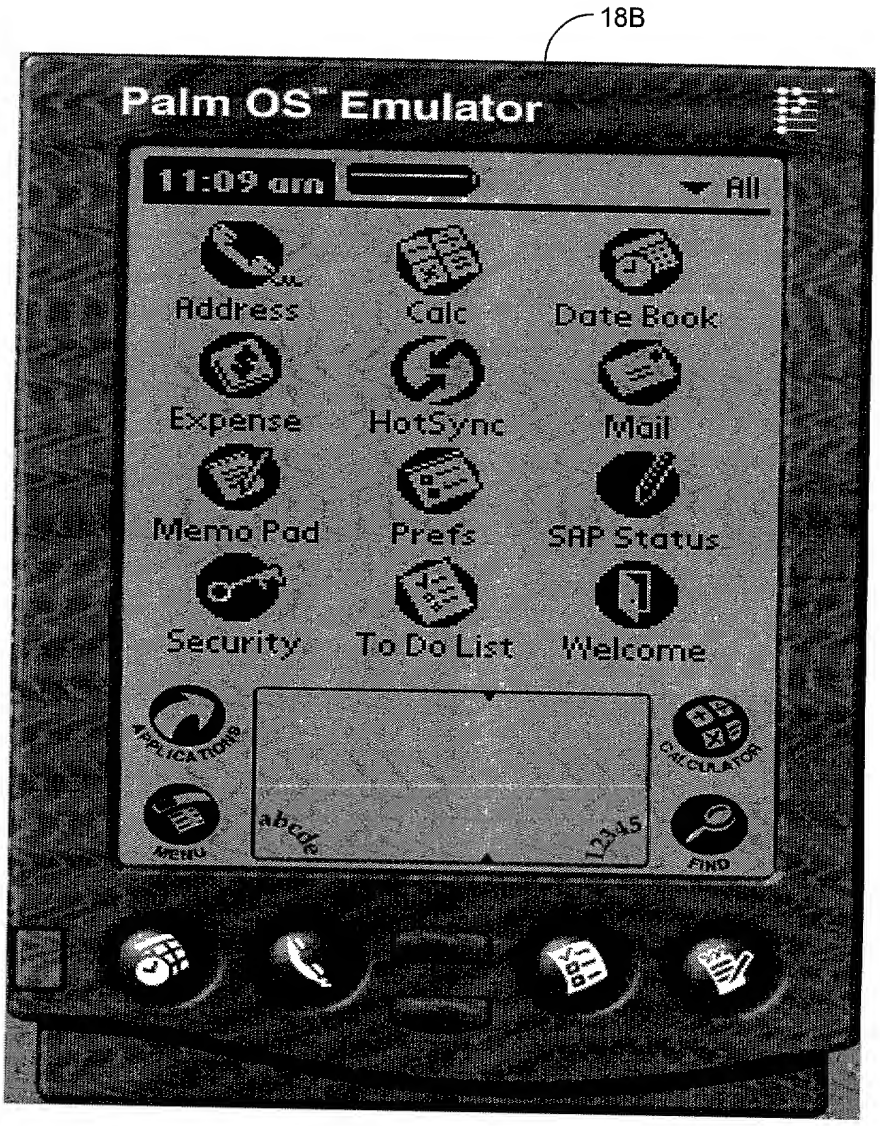
18B
Palm OS™ Emulator
11:09 am
All
Address
Calc
Date Book
Expense
HotSync
Mail
Memo Pad
Prefs
SAP Status
Security
To Do List
Welcome
APPLICATIONS
CALCULATOR
MENU
FIND
abcde
12345

FIGURE 15

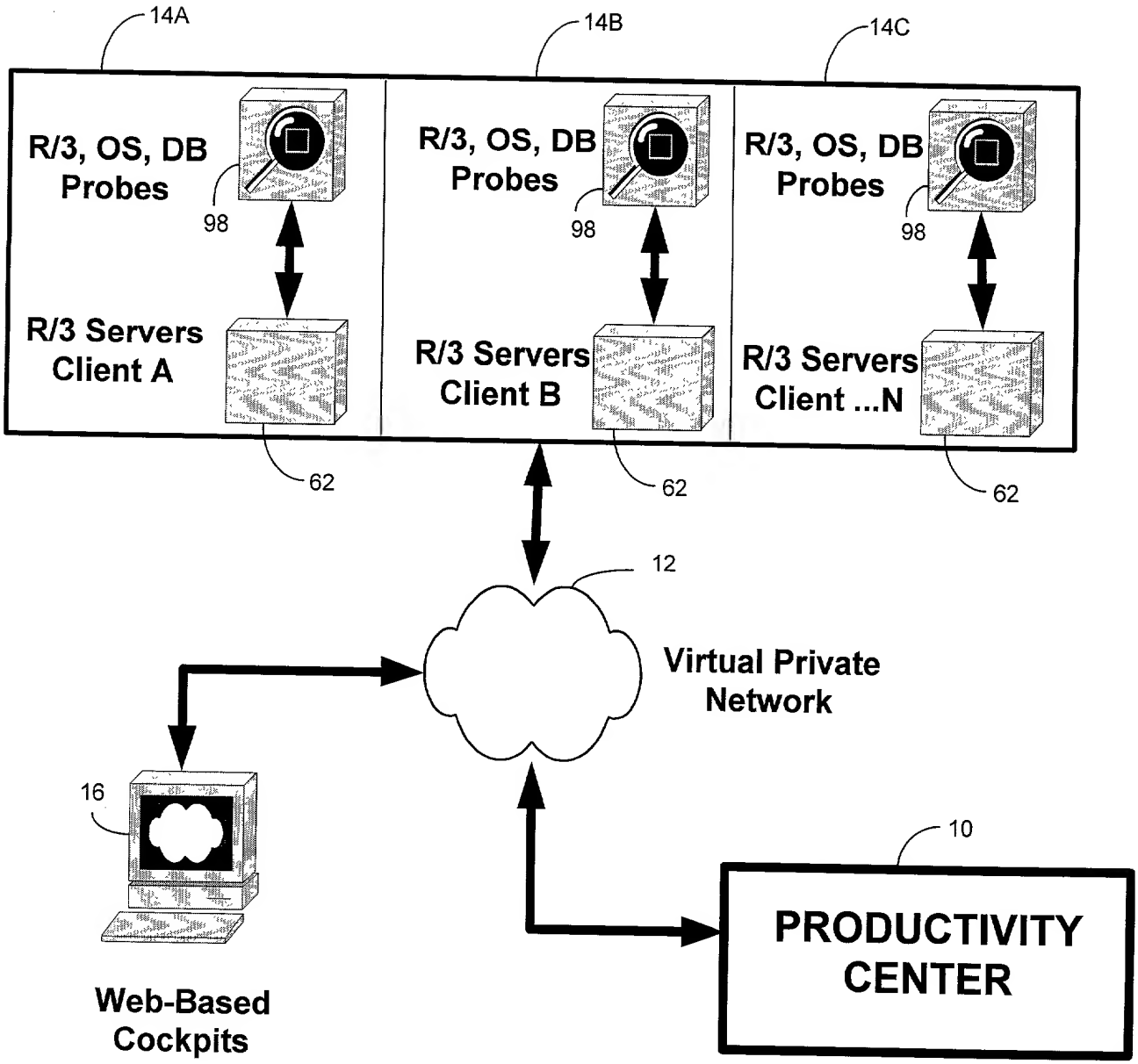
14A
14B
14C
R/3, OS, DB Probes
98
R/3 Servers Client A
62
R/3, OS, DB Probes
98
R/3 Servers Client B
62
R/3, OS, DB Probes
98
R/3 Servers Client ...N
62
12
Virtual Private Network
16
Web-Based Cockpits
10
PRODUCTIVITY CENTER

FIGURE 16

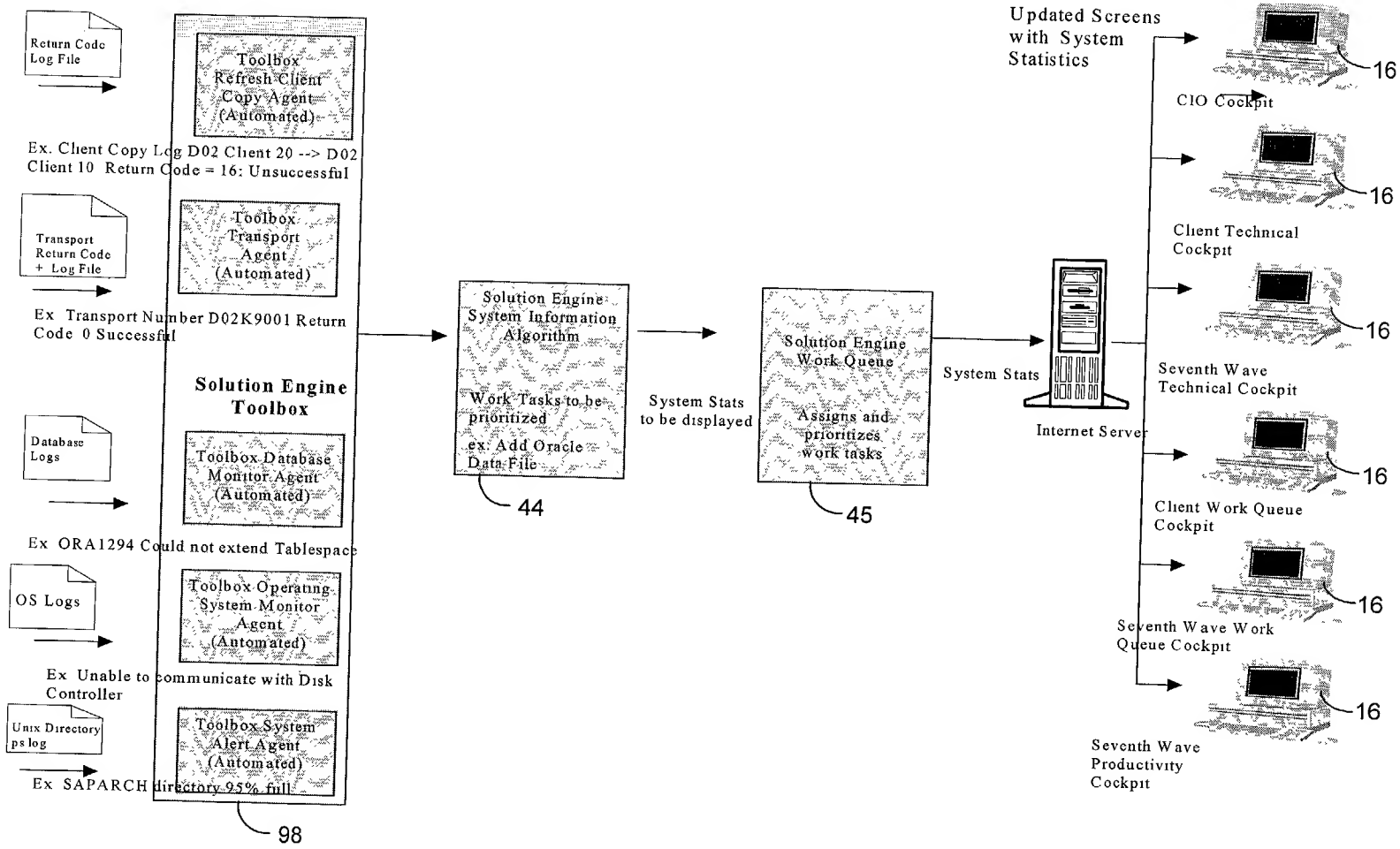
Return Code Log File
Toolbox Refresh Client Copy Agent (Automated)
Ex. Client Copy Log D02 Client 20 --> D02 Client 10 Return Code = 16: Unsuccessful
Transport Return Code + Log File
Toolbox Transport Agent (Automated)
Ex Transport Number D02K9001 Return Code 0 Successful
Solution Engine Toolbox
Database Logs
Toolbox Database Monitor Agent (Automated)
Ex ORA1294 Could not extend Tablespace
OS Logs
Toolbox Operating System Monitor Agent (Automated)
Ex Unable to communicate with Disk Controller
Unix Directory ps log
Toolbox System Alert Agent (Automated)
Ex SAPARCH directory 95% full
98
Solution Engine System Information Algorithm
Work Tasks to be prioritized
ex: Add Oracle Data File
44
System Stats to be displayed
Solution Engine Work Queue
Assigns and prioritizes work tasks
45
System Stats
Internet Server
Updated Screens with System Statistics
CIO Cockpit
16
Client Technical Cockpit
Seventh Wave Technical Cockpit
Client Work Queue Cockpit
Seventh Wave Work Queue Cockpit
Seventh Wave Productivity Cockpit

FIGURE 17

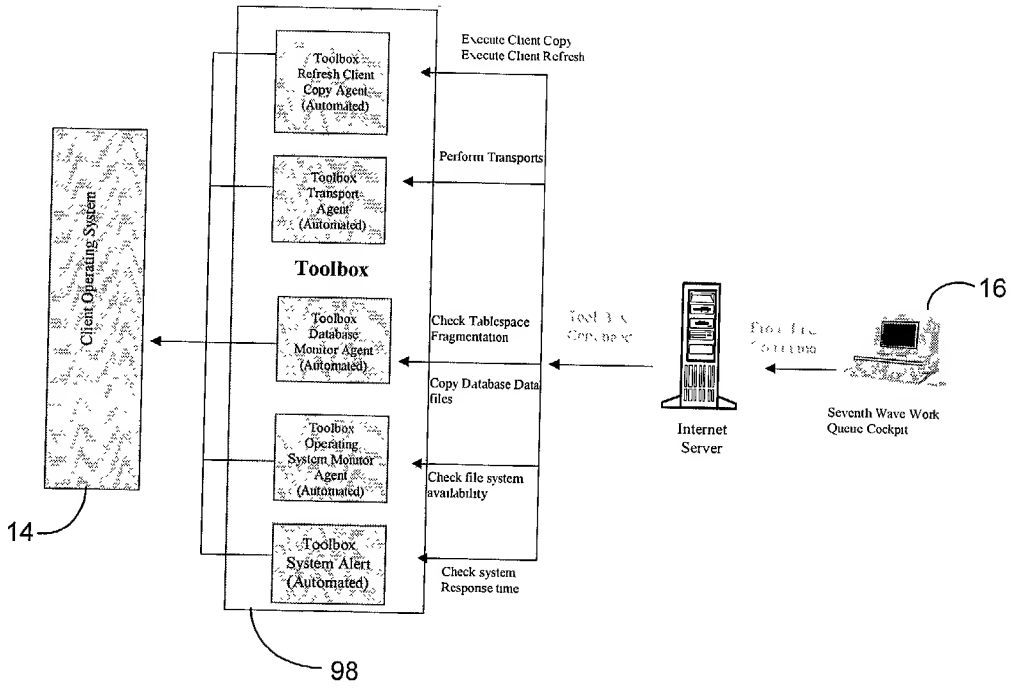
Toolbox Refresh Client Copy Agent (Automated)
Toolbox Transport Agent (Automated)
Toolbox
Toolbox Database Monitor Agent (Automated)
Toolbox Operating System Monitor Agent (Automated)
Toolbox System Alert (Automated)
Execute Client Copy
Execute Client Refresh
Perform Transports
Check Tablespace Fragmentation
Copy Database Data files
Check file system availability
Check system Response time
Client Operating System
14
98
Internet Server
Seventh Wave Work Queue Cockpit
16

FIGURE 18

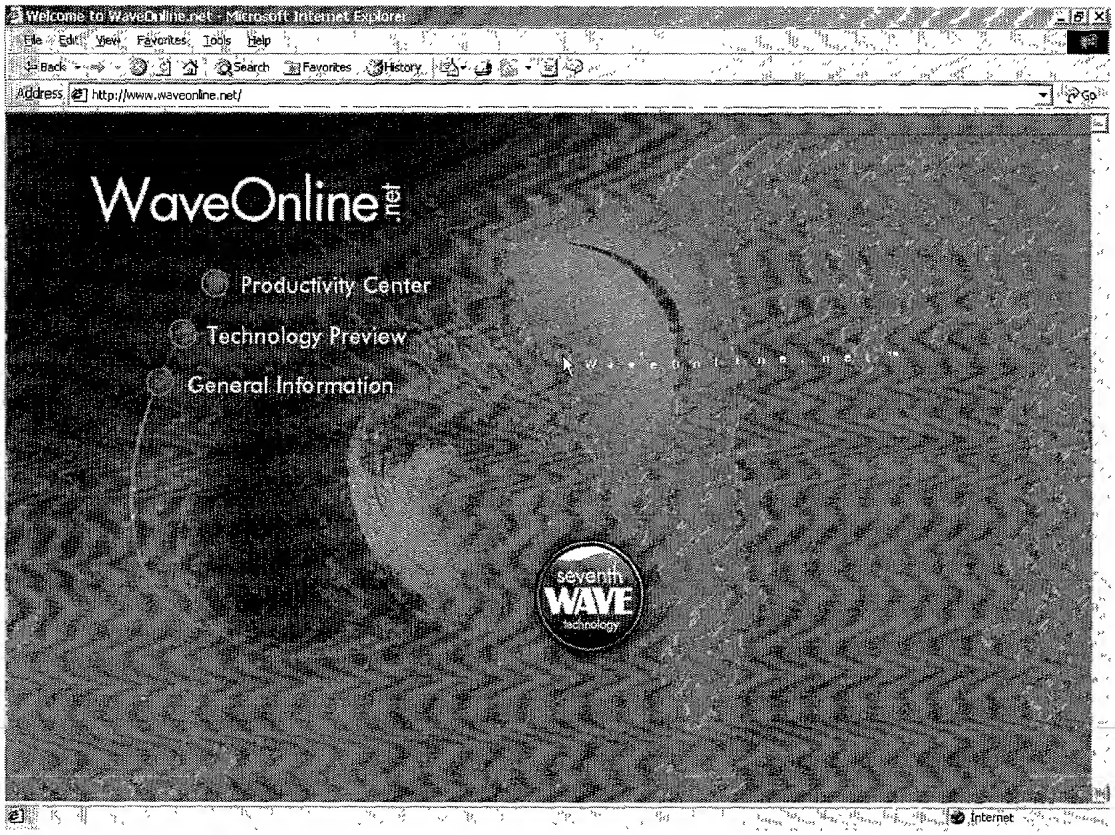
Welcome to WaveOnline.net! - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://www.waveonline.net/
Go
WaveOnline.net
Productivity Center
Technology Preview
General Information
seventh WAVE technology
Internet

FIGURE 19

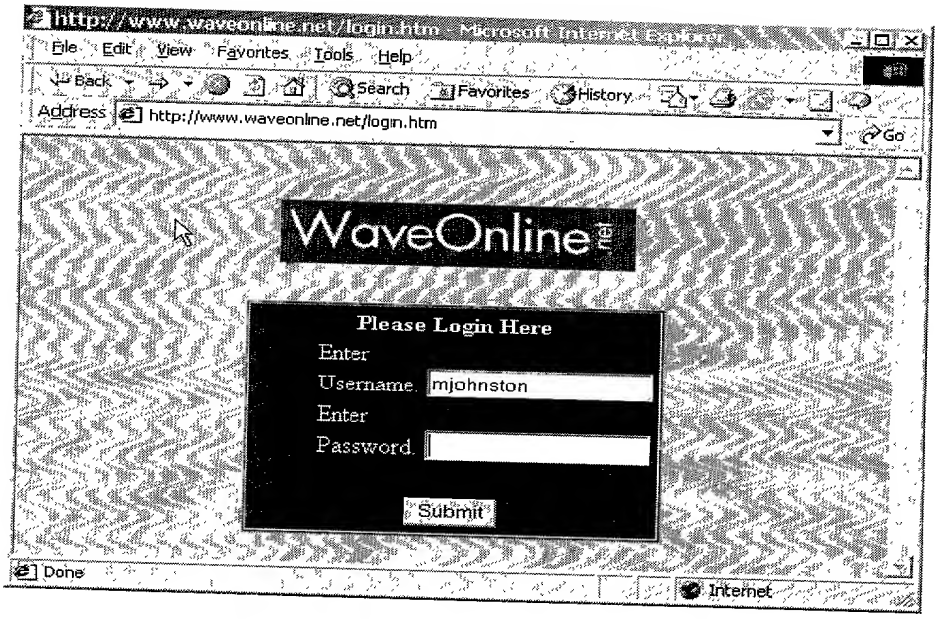
http://www.waveonline.net/login.htm - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://www.waveonline.net/login.htm
Go
WaveOnline net
Please Login Here
Enter
Username. mjohnston
Enter
Password.
Submit
Done
Internet

FIGURE 20

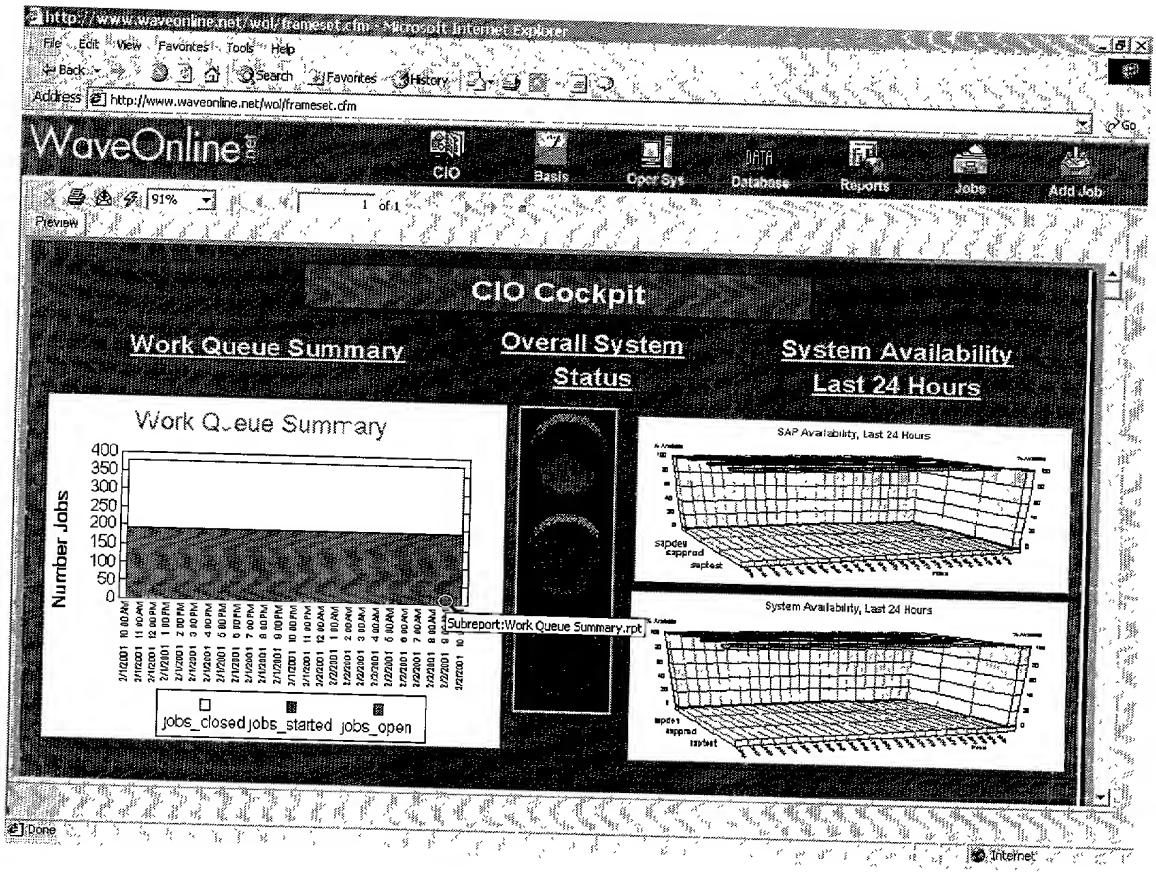
http://www.waveonline.net/wol/frameset.cfm - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://www.waveonline.net/wol/frameset.cfm
WaveOnline
CIO
Basis
Oper Sys
Database
Reports
Jobs
Add Job
Preview
CIO Cockpit
Work Queue Summary
Overall System Status
System Availability Last 24 Hours
Work Queue Summary
Number Jobs
400
350
300
250
200
150
100
50
0
Subreport:Work Queue Summary.rpt
jobs_closed jobs_started jobs_open
SAP Availability, Last 24 Hours
System Availability, Last 24 Hours
Done
Internet

FIGURE 21

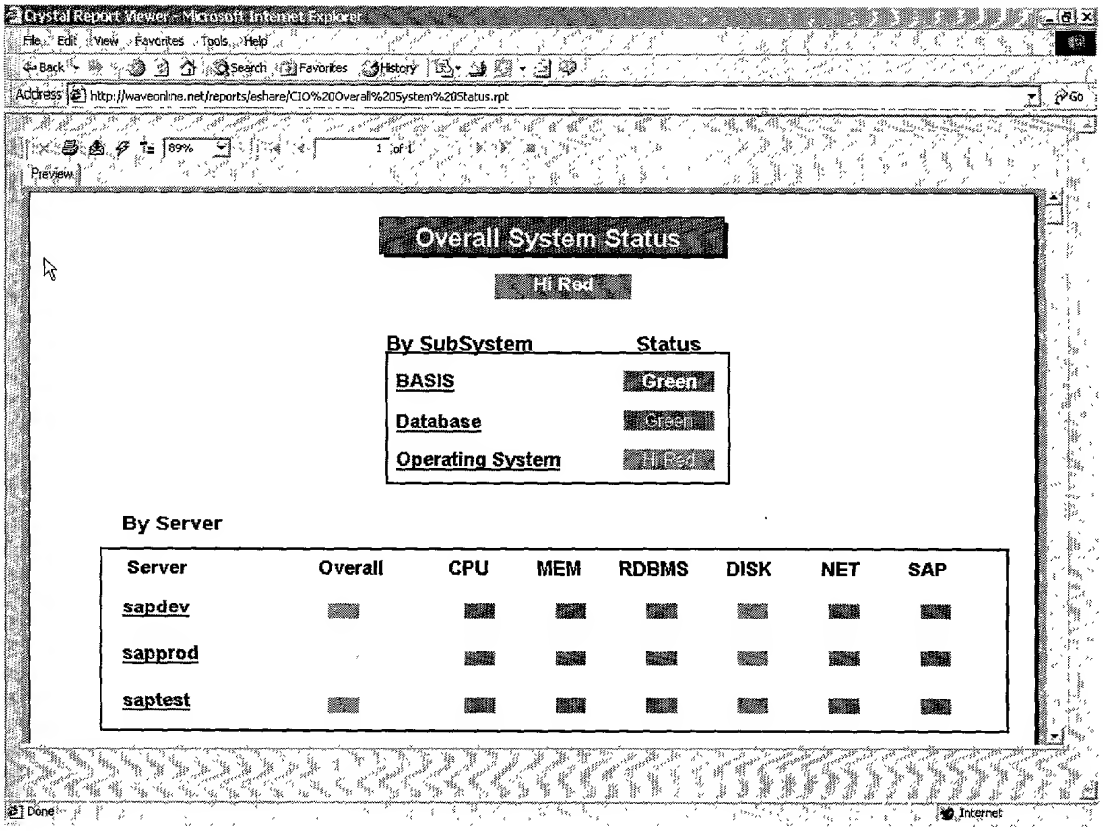
Crystal Report Viewer - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://waveonline.net/reports/eshare/C10%20Overall%20System%20Status.rpt
Go
89%
1 of 1
Preview
Overall System Status
Hi Red
By SubSystem
Status
BASIS
Green
Database
Green
Operating System
Hi Red
By Server
Server
Overall
CPU
MEM
RDBMS
DISK
NET
SAP
sapdev
sapprod
saptest
Done
Internet

FIGURE 22

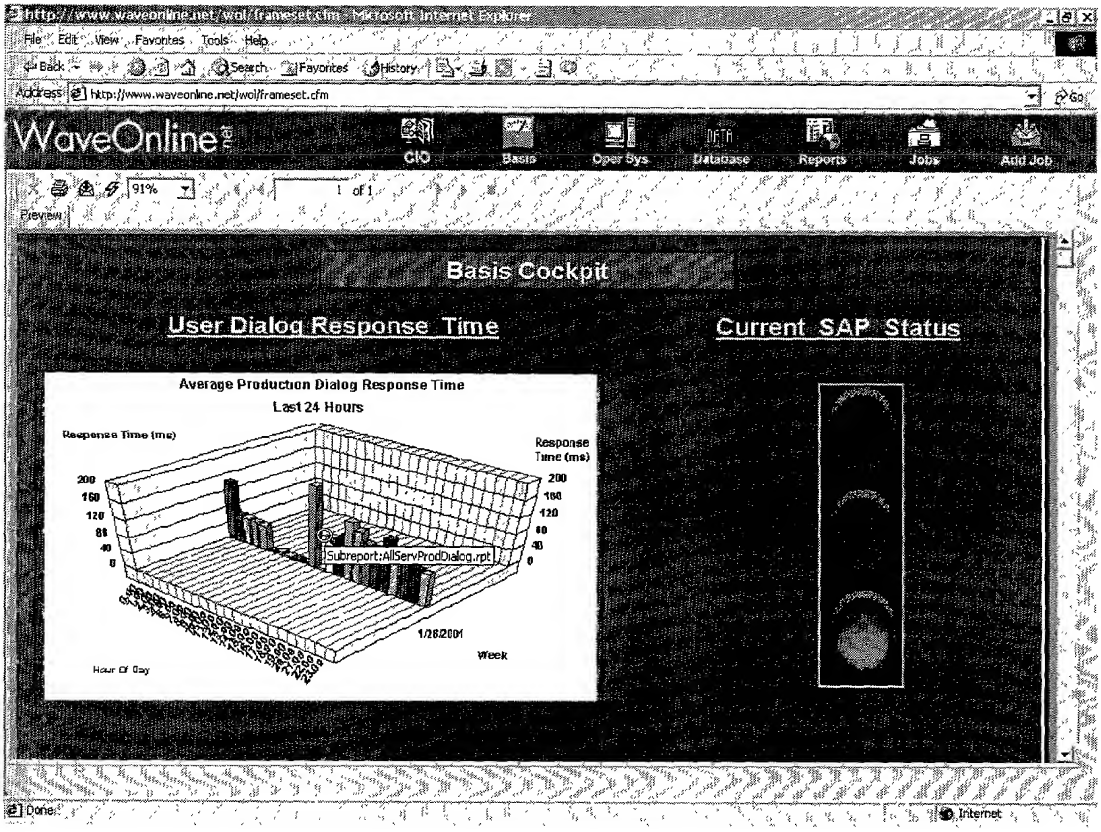
WaveOnline
CIO
Basis
Oper Sys
Database
Reports
Jobs
Add Job
Basis Cockpit
User Dialog Response Time
Current SAP Status
Average Production Dialog Response Time
Last 24 Hours
Response Time (ms)
Response Time (ms)
Subreport:AllServProdDialog.rpt
Hour Of Day
Week

FIGURE 23

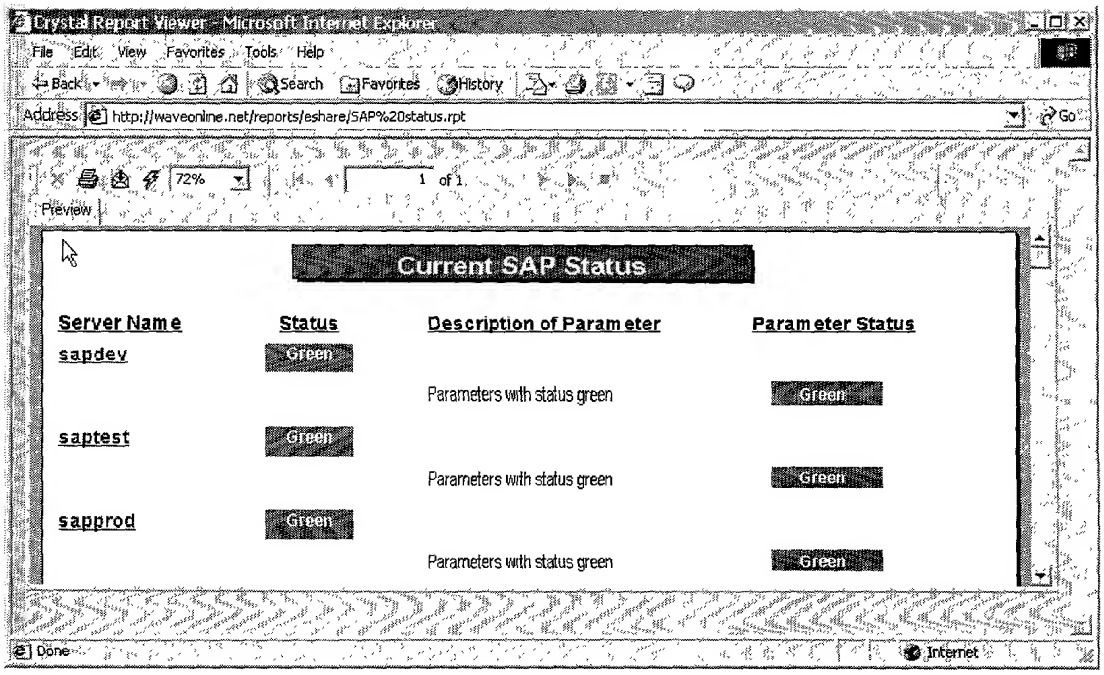
Crystal Report Viewer - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://waveonline.net/reports/eshare/SAP%20status.rpt
Go
72%
1 of 1
Preview
Current SAP Status
Server Name
Status
Description of Parameter
Parameter Status
sapdev
Green
Parameters with status green
Green
saptest
Green
Parameters with status green
Green
sapprod
Green
Parameters with status green
Green
Done
Internet

FIGURE 24

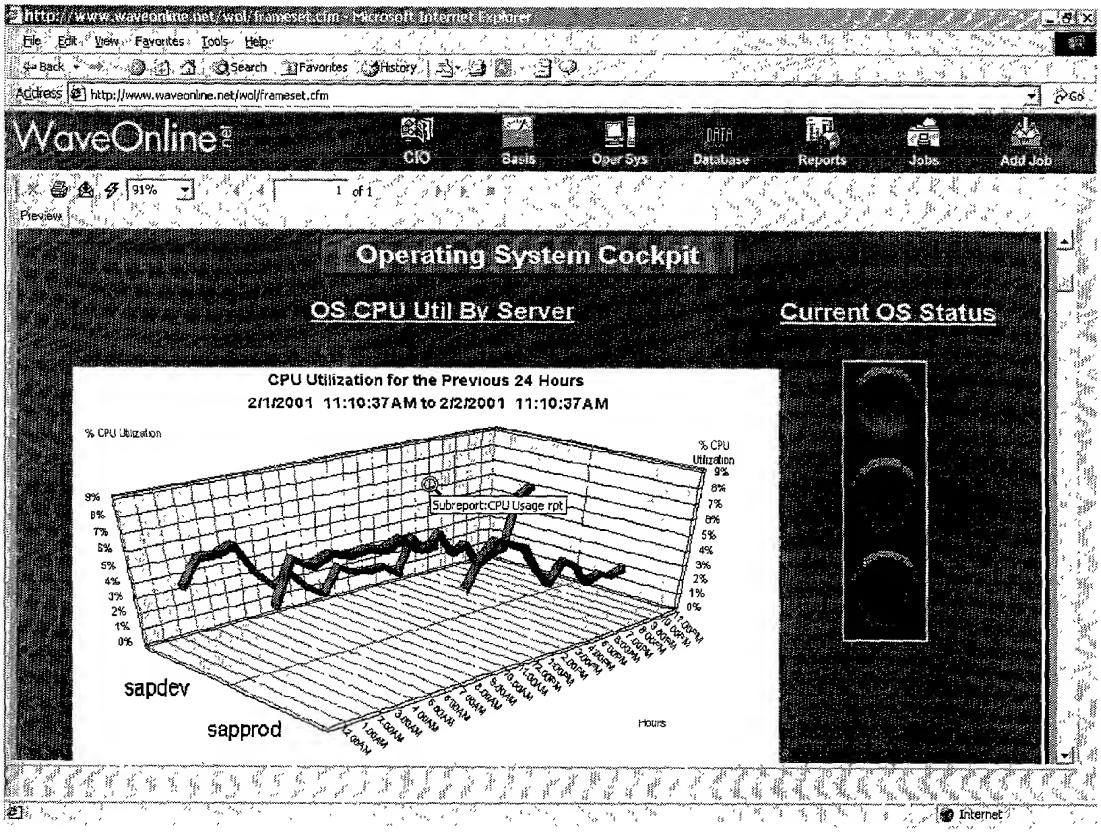
http://www.waveonline.net/wol/frameset.cfm - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address http://www.waveonline.net/wol/frameset.cfm
WaveOnline
CIO
Basis
Oper Sys
Database
Reports
Jobs
Add Job
Preview
Operating System Cockpit
OS CPU Util By Server
Current OS Status
CPU Utilization for the Previous 24 Hours
2/1/2001 11:10:37AM to 2/2/2001 11:10:37AM
% CPU Utilization
Subreport:CPU Usage rpt
sapdev
sapprod
Hours
Internet

FIGURE 25

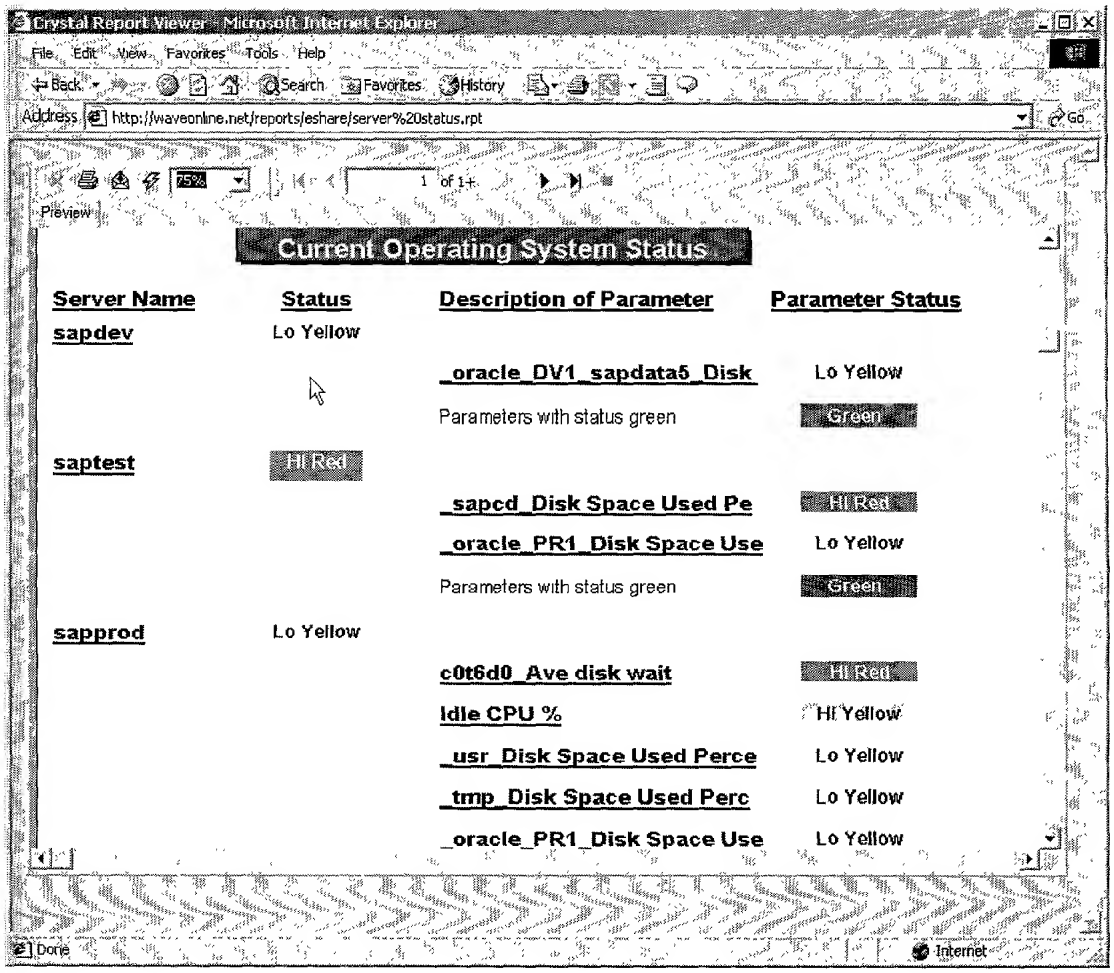
Crystal Report Viewer - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://waveonline.net/reports/eshare/server%20status.rpt
Go
75%
1 of 1+
Preview
Current Operating System Status
Server Name
Status
Description of Parameter
Parameter Status
sapdev
Lo Yellow
_oracle_DV1_sapdata5_Disk
Lo Yellow
Parameters with status green
Green
saptest
HI Red
_sapcd_Disk Space Used Pe
HI Red
_oracle_PR1_Disk Space Use
Lo Yellow
Parameters with status green
Green
sapprod
Lo Yellow
c0t6d0_Ave disk wait
HI Red
Idle CPU %
HI Yellow
_usr_Disk Space Used Perce
Lo Yellow
_tmp_Disk Space Used Perc
Lo Yellow
_oracle_PR1_Disk Space Use
Lo Yellow
Done
Internet

FIGURE 26

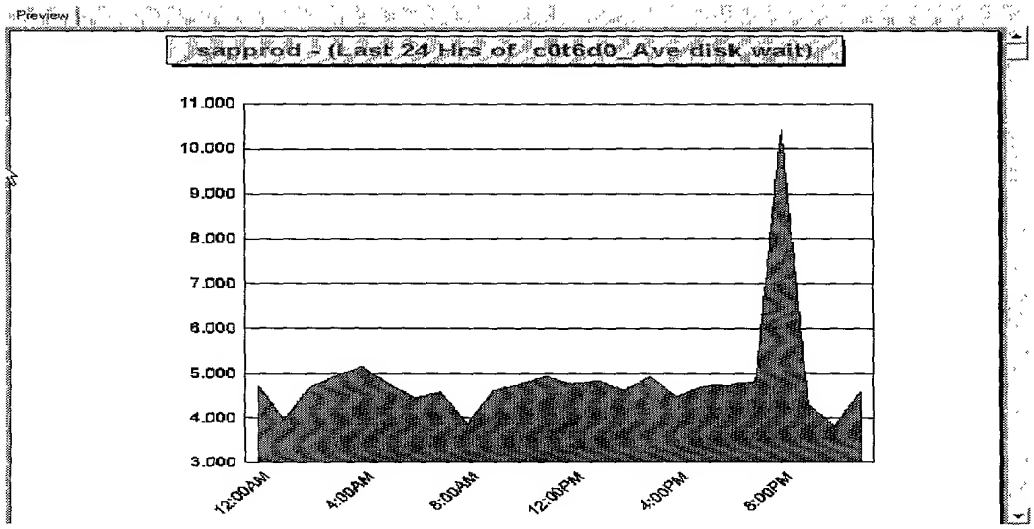
Preview
sapprod - (Last 24 Hrs of c0t6d0 Ave disk wait)
11.000
10.000
9.000
8.000
7.000
6.000
5.000
4.000
3.000
12:00AM
4:00AM
8:00AM
12:00PM
4:00PM
8:00PM

FIGURE 27

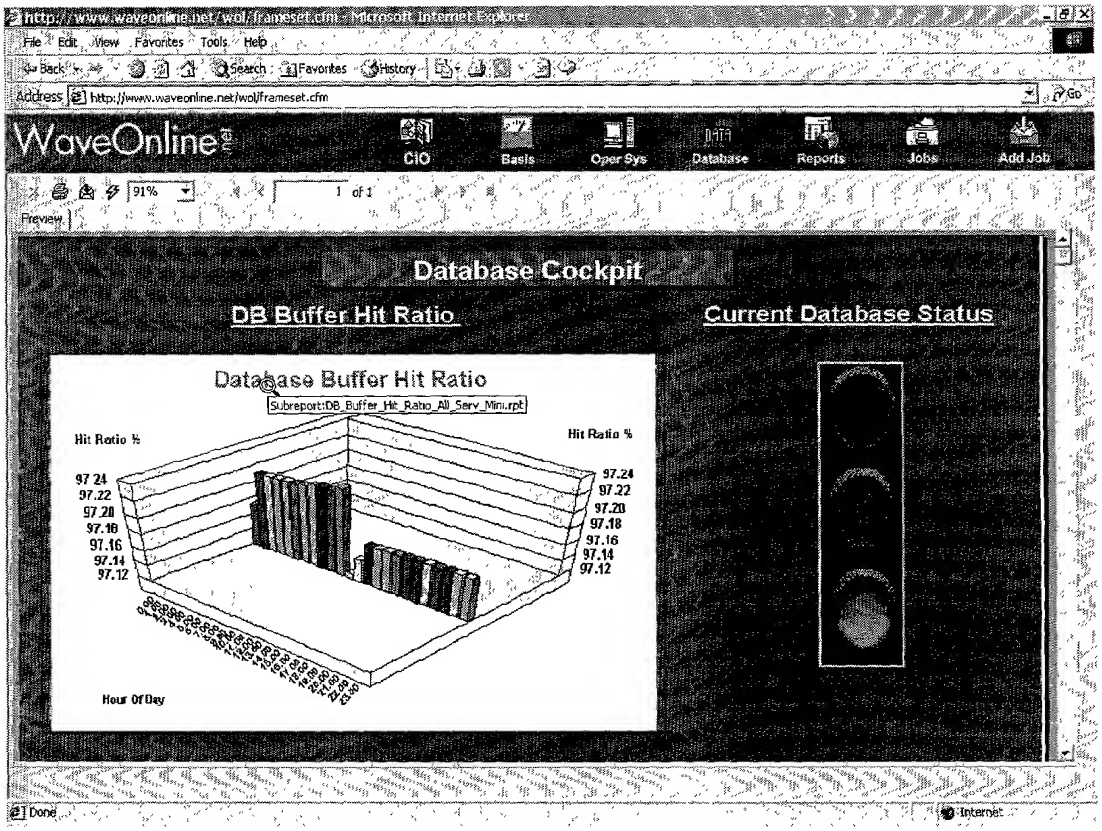
WaveOnline
CIO
Basis
Oper Sys
Database
Reports
Jobs
Add Job
Database Cockpit
DB Buffer Hit Ratio
Current Database Status
Database Buffer Hit Ratio
Hit Ratio %
Hit Ratio %
97.24
97.22
97.20
97.18
97.16
97.14
97.12
Hour Of Day

FIGURE 28

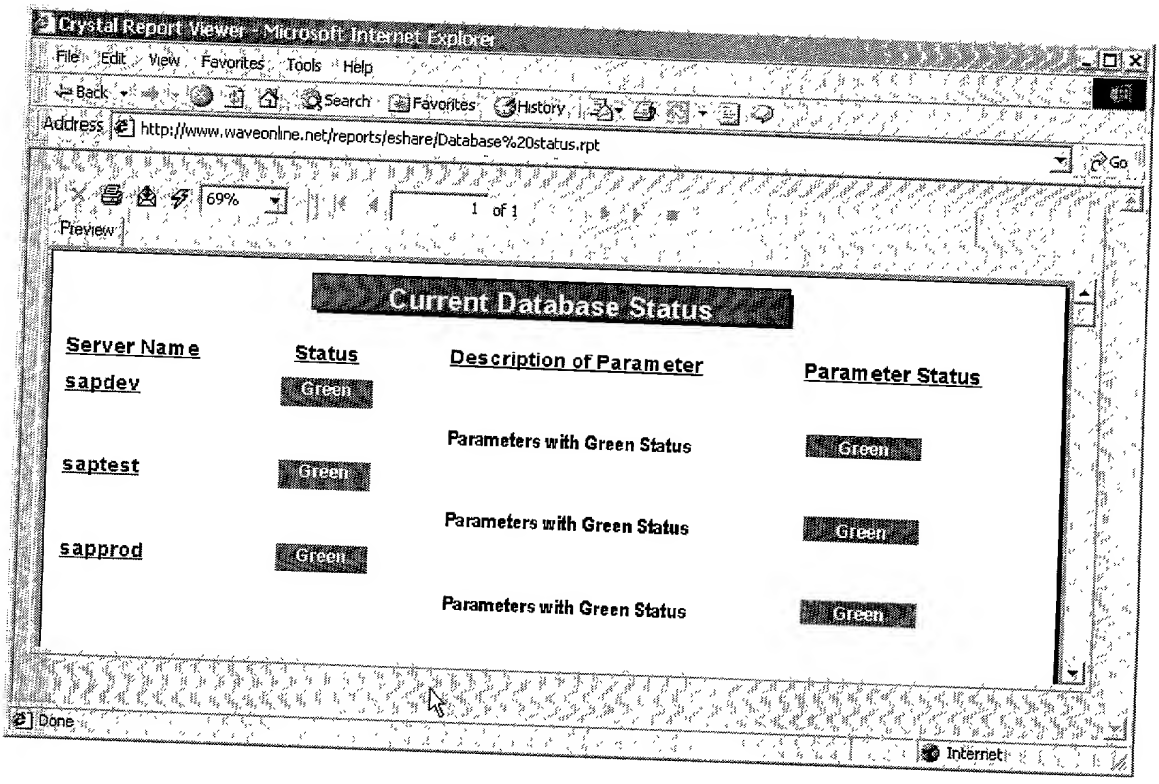

FIGURE 29

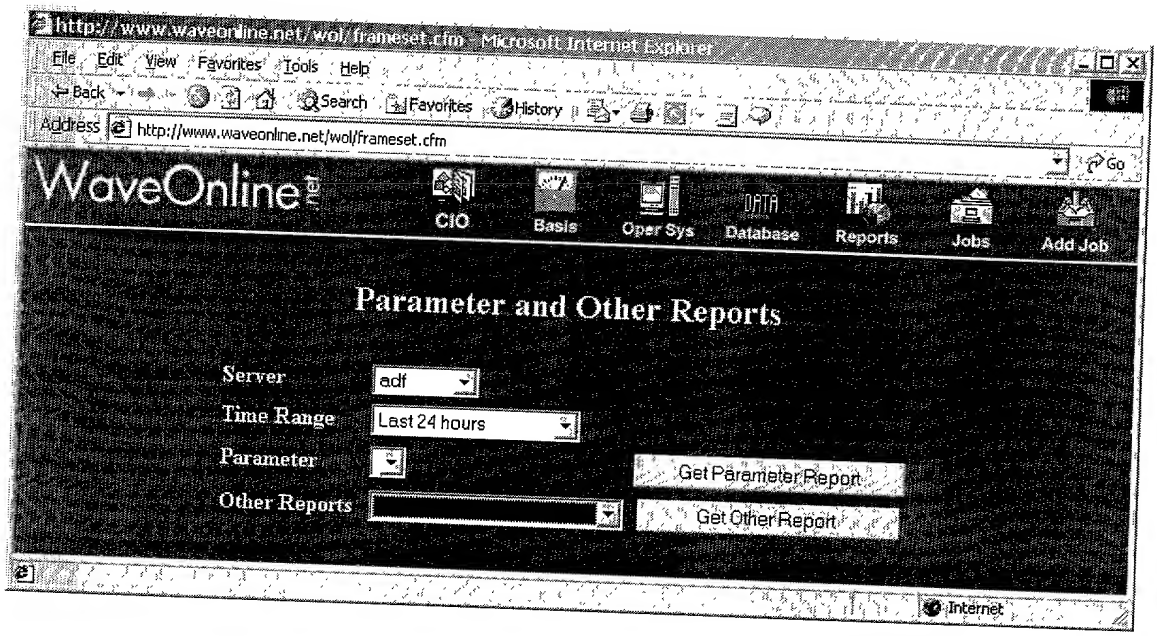

FIGURE 30

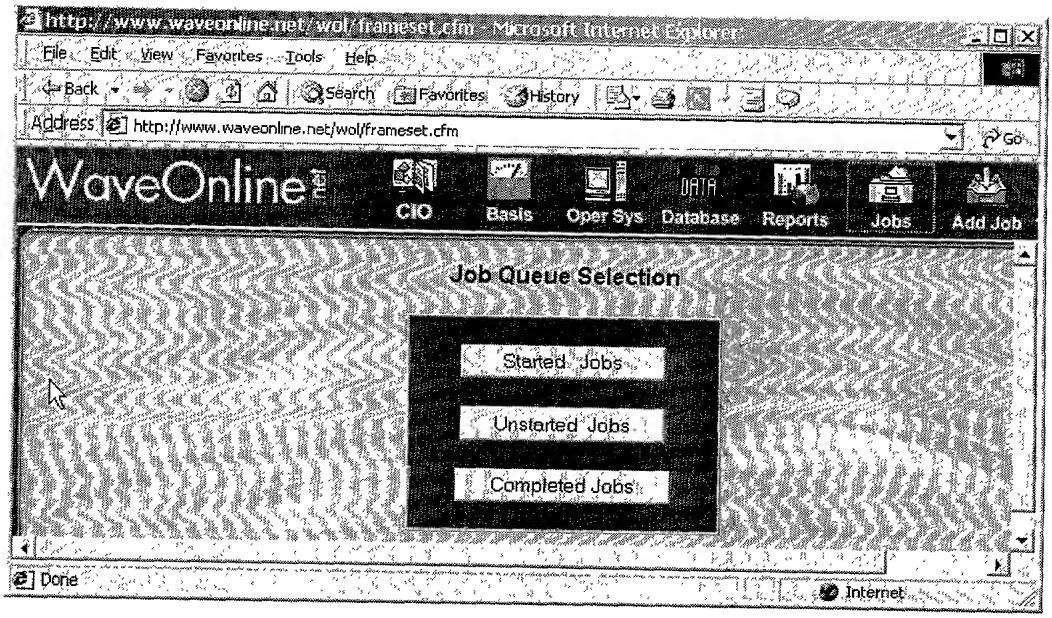

FIGURE 31

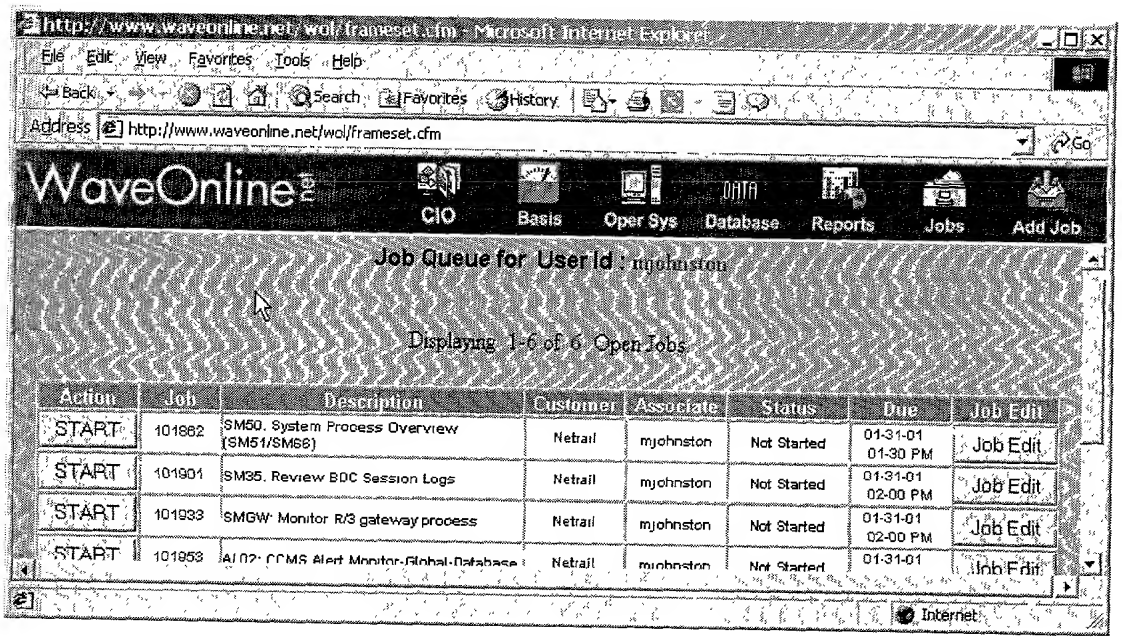

FIGURE 32

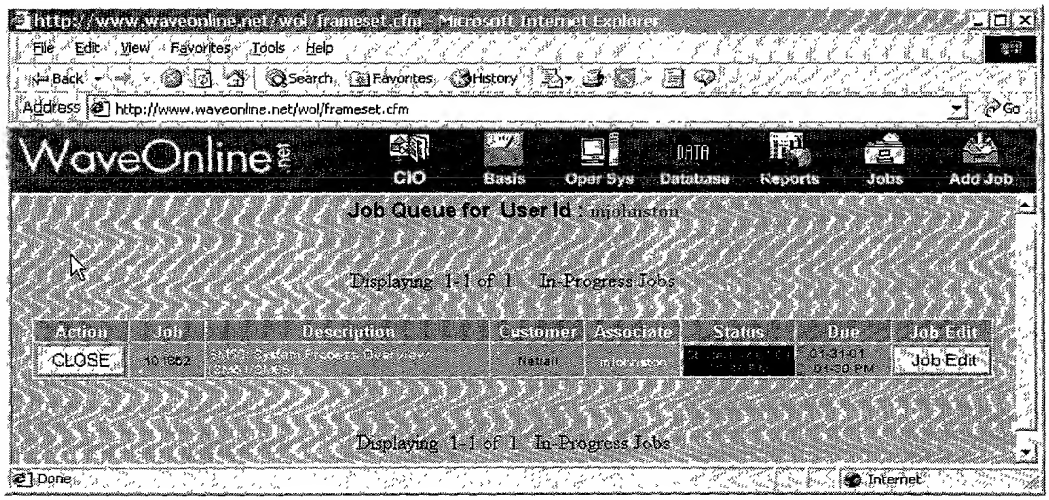

FIGURE 33

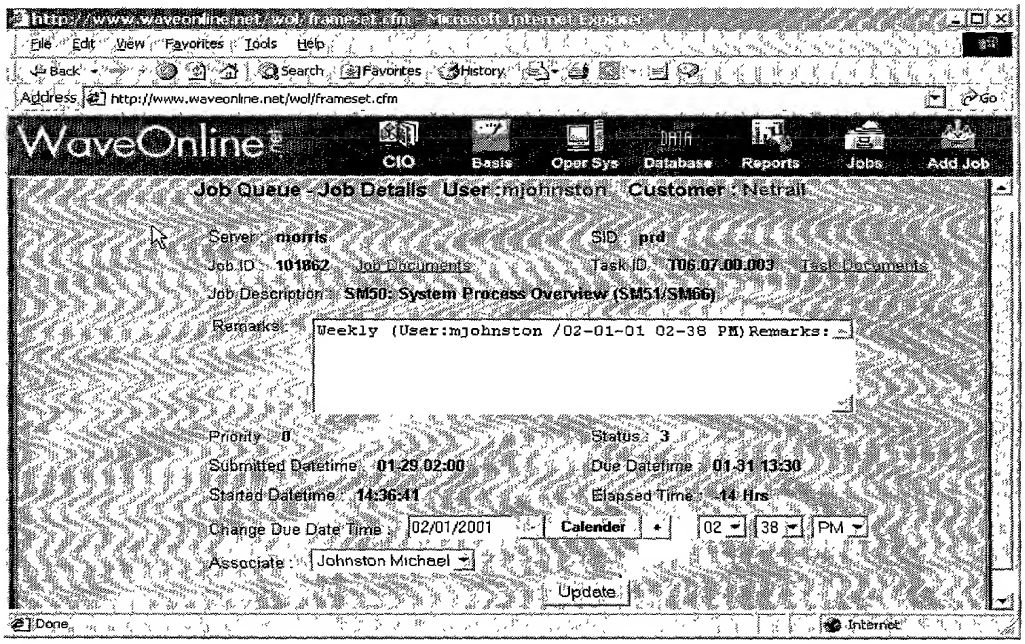

FIGURE 34

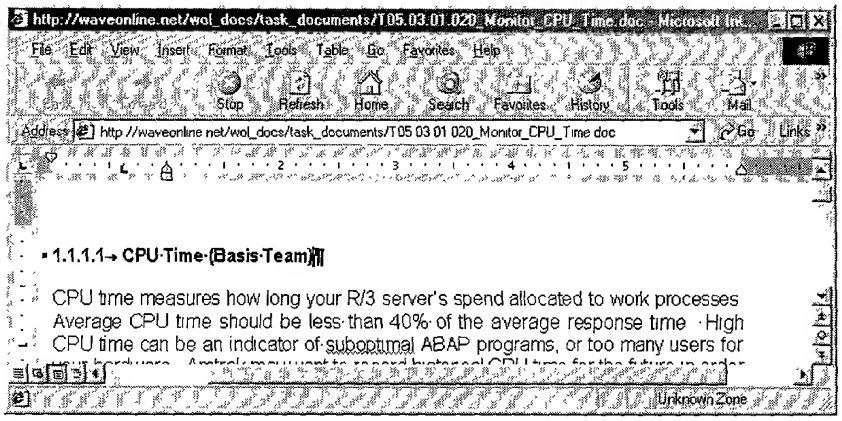

FIGURE 35

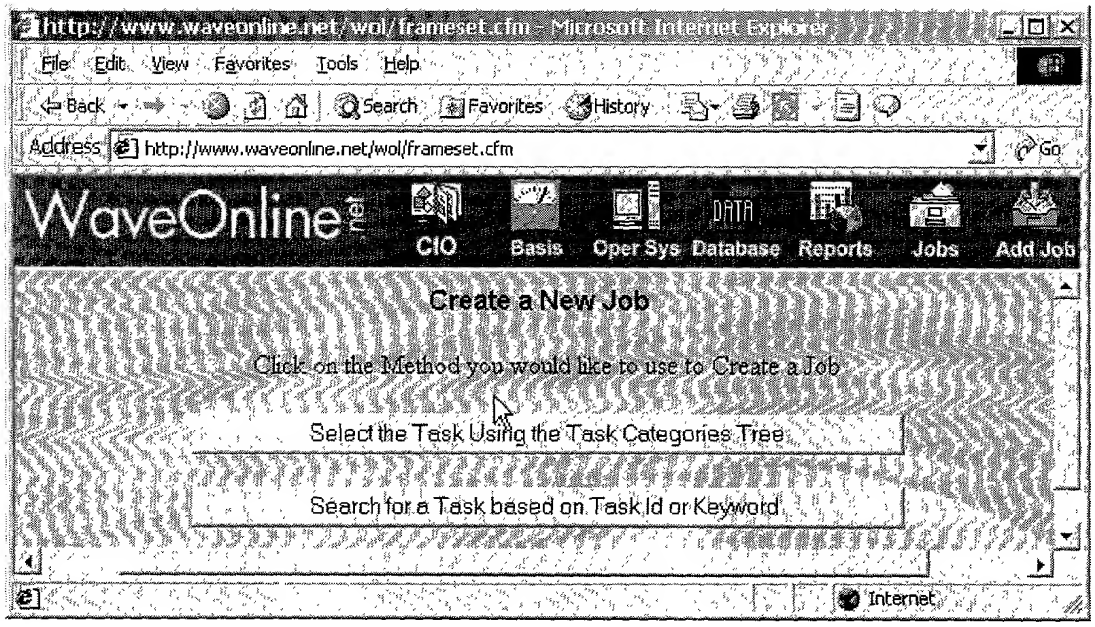

FIGURE 36

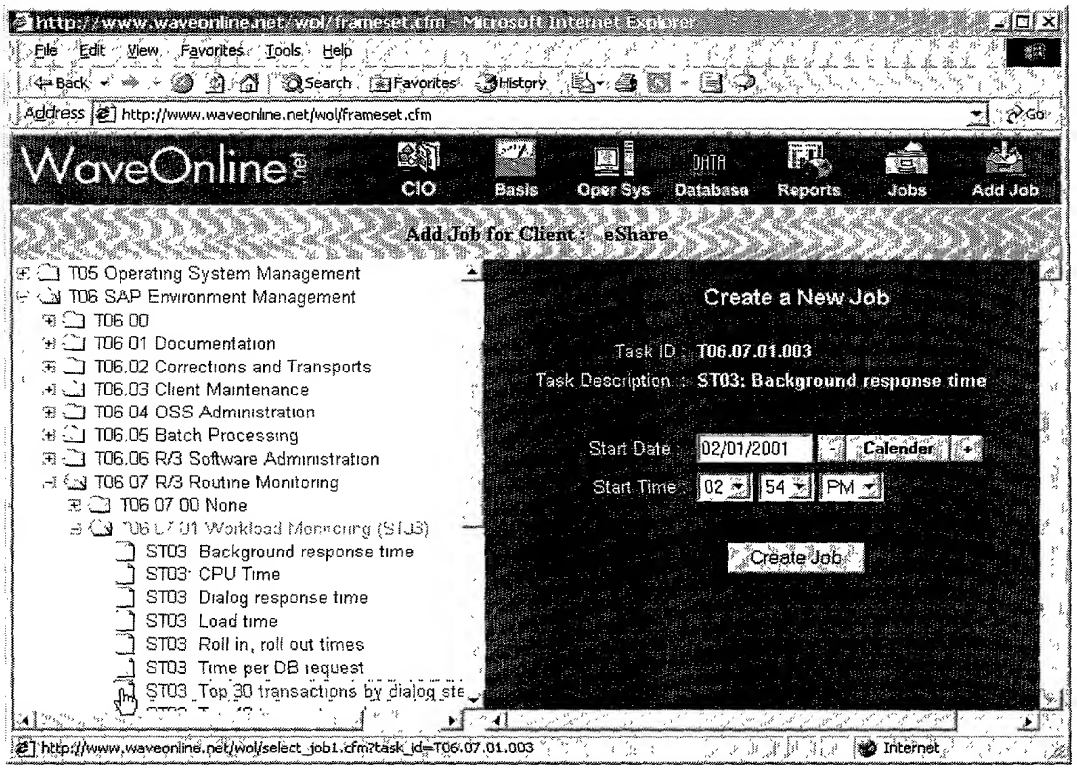

FIGURE 37

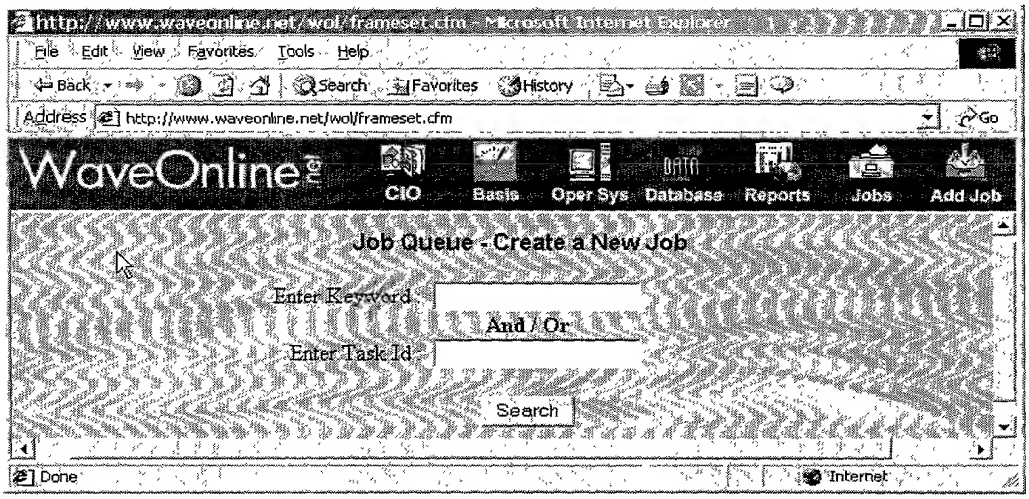

FIGURE 38